



iCall™ guide and FAQs

What is iCall™?

The iCall™ service is a telephone service which can operate on your iBurst, ADSL or HSDPA connection. This service allows you to make voice calls using an Internet connection instead of a regular (or analogue) phone line. You can make calls to any **mobile or landline number** in the **world**.

How does it work?

It's simple. iCall™ converts your **voice** into a **digital signal** that travels over the Internet. If you're calling a landline or mobile number, iCall™ converts the signal to a regular telephone signal before it reaches the destination. Making a call is easy and secure. Just **login** to your account and dial the number. Using a prepaid voucher allows you to monitor how much credit you have used.

Who would iCall™ benefit?

- Subscribers in areas where **no telecommunications** infrastructure exists
- Subscribers who require an all-in-one **Voice and Data solution**
- Subscribers looking for a **convenient and reliable communication solution**

Why should I get iCall™?

- **Independence:** No longer will you have to depend on telecommunications or cellphone companies
- **No telephone lines** required
- **Quick activation** within 48 Hours
- R50 free calls per month
- **Free** iCall™ to iCall™ calls
- Up to 60% savings on calls to selected international destinations
- Peak and off-peak **savings**
- **Portable** within iBurst coverage areas
- **Control costs** through voucher purchases
- Call iBurst for **free** using our 087 call centre number
- **Technical Support:** You'll have telephonic and email access to trained, experienced technicians

How much does iCall™ cost?

All it takes to join the iBurst voice network is a subscription fee of **R50 per month**, which gives you:

- R50 per month of **free calls** anywhere, anytime
- **Unlimited** free calls to all iCall™ subscribers
- An iBurst telephone number to receive calls

[Click here](#) for a full list of iCall™ tariffs

How do the iCall™ rates compare to existing fixed line rates?

Savings Snapshot* *

Destination	iBurst iCall™	Fixed Line	% savings
iCall™ to iCall™	Free	n/a	100%
China	R 1.18	R 3.00	61%
USA	R 0.34	R 0.82	60%
UK	R 0.33	R 0.82	60%
Australia	R 0.48	R 1.20	60%
India	R 0.99	R 1.55	36%

*Savings depend on duration of calls made and time of day

*Prices exclude VAT

What do I need to use iCall™?

- A SIP-enabled device ([click here](#) for configuration options)
- An iBurst connectivity package: Wireless, ADSL or HSDPA
- If iBurst Wireless or HSDPA, good coverage and stable speeds will be required

What SIP-enabled equipment does iBurst offer?

An **iBurst Webfone**: an all-in-one hardware device which includes an iBurst modem, telephone, electronic fax and email system

OR

An iBurst modem used together with one of the following:

- **VoIP Phone** - a phone that allows you to make calls over an Internet connection.
- **VoIP Router** - a modem-like device that gives you high speed network connection wirelessly
- **Analogue Phone with VoIP Router** - a standard phone that plugs into the VOIP Router

iCall™ FAQs

How do I buy call vouchers?

Simple. Just **login** to your iBurst account to buy **call vouchers** from our website at any time. You use up voucher credit based on your call durations and destinations. Remember that if you run out of credit during a call, it will end immediately, so we suggest you make sure you have enough credit before you call!

How much talk time can I get with 1 gig of bandwidth?

If used only for iCall™ with no emails, attachments, downloads etc it will give you approximately **3000 minutes** of talk time.

What are the rates if someone calls my iCall™ 087 number?

There is a cost of **R0.65 incl. VAT** when calling via Telkom **landline** to your iBurst Number. Cellular rates depend on the package, however, at this stage they are billed as a cross-network call.

Do I need a Telkom line for iCall™?

No.

Can I access iCall™ from my cellphone?

No, not at this stage.

Can I access iCall™ from an ADSL, WiFi or 3G connection?

As iCall™ is based on the web, you can use your iCall™ service from any internet connection – locally or internationally. Please note that the call quality may vary on these connections. Please contact the iBurst support centre if you wish to use an internet connection other than iBurst Wireless with your iCall™ service.

Can I connect my switchboard/PBX to iCall™?

Yes. Please contact the iBurst support centre should you wish to do so.

Can I use my computer for other things when on iCall™?

Yes.

If I subscribe for iCall™, how will I know that that my calls will be of good quality?

Please perform the iBurst VoIP speed test to check if your individual iBurst connection can support a voice call.

Is iCall™ sound quality as good as Fixed line?

iBurst has invested extensively in infrastructure and equipment to ensure a high sound quality, which is similar to that of cellular networks

What is QoS?

QoS stands for **Quality of Service** and refers to the ability to ensure that a VoIP call has sufficient data to ensure the quality of the call.

Does iCall™ guarantee QoS?

Due to the nature of wireless technology and the various systems along the delivery chain, iBurst cannot guarantee QoS at this stage. However, we are working on improving our network to make this possible.

Does iBurst charge a premium rate for the data used by a VoIP call (like the GSM operators)?

No. iBurst does not charge extra for voice data as the iBurst network does not differentiate between traffic used for internet surfing and traffic used for voice.