Frequently Asked Questions

Can I keep my existing phone number(s)?
Yes.

Does MercuryTel provide toll-free service?
Yes. The $5.00 charge per toll-free number per month includes the first 60 minutes of use. Additional minutes are $0.035.

Can I use MercuryTel for local calling and keep my existing long-distance carrier?
MercuryTel service includes all local and long-distance calling for one low, fixed price. There is no need for a separate long-distance company.

Do I need to buy any special equipment to use MercuryTel?
No. All equipment is included in the monthly price.

I've used Vonage, Skype, MagicJack, or a similar service and the voice quality was poor. How are you different?
MercuryTel does not use public Internet connections for your phone calls, but instead uses private network connections. In addition, we install routers and switches that are specifically configured to carry phone traffic.

Our call flow is complicated. How much will you charge us for setting it up?
Setup and configuration is free, no matter how complicated it is.

How long does installation take?
From the time you order until your MercuryTel service is installed and operating is typically one to three weeks. The main factors that affect installation speed are number porting, call flow complexity, and any physical cabling requirements.

How long will my phones be out of service?
They won't be. Our PhonePros carefully plan implementation to eliminate down time and minimize disruption to your business.

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