

# Toll Free FAQ

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## 1. How can M800 Toll Free improve my business?

Successful businesses today know they have to build and retain strong connections with customers, wherever they may be. Toll Free numbers can be accessed locally and are free to the caller, which means people make calls more easily. DID calls are charged at local rates and can always be dialed from mobiles and from abroad, unlike toll free numbers in some countries.

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## 2. How should I contact you if I have questions?

Please refer to our "Contact Us" page for our contact information or chat online with M800 Live Support by clicking on the red horizontal bar on the lower right hand corner of your screen.

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## 3. How can I sign up?

Our sign up process is easy. Fill in your username, first name, last name, email and password, and a verification email will be sent to your registered email. If you have any problems, please feel free to [contact us](#).

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## 4. Can I change my personal information after registration?

Apart from your username and email, yes.

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**5. I have problems signing up. What should I do?**

Got a question? Let us give you the immediate assistance that you need. Our account managers and live agents are here to provide the best solutions for you. You can reach us via email or talk to one of our agents online.

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**6. How can I manage my M800 accounts?**

After registering for your M800 account, you will be able to manage all of your M800 services in one location.

You can make purchases and subscribe to M800 toll free services, set up auto top-up payment and modify your account and payment information. Your account [dashboard](#) offers full control and instant M800 service data feedback.

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**7. What about my privacy and security?**

If you suspect your account is subject to any type of fraud or abuse, please inform us by email or talk to one of our online agents. Want to have a better understanding of how we collect and protect your information?

Click [here](#) to read our our Privacy Policy.

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**8. In which countries can I get a Toll Free number?**

M800 offers a wide range of countries, and we will continue to add more in the future. Check the drop-down list under "Choose a number" in [pricing](#) for the latest countries and prices.

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**9. Can I forward my calls to anywhere in the world?**

Yes, you can route your calls to anywhere you want, except for some countries that have local limitations (i.e. where a Third-Country Calling Restriction means the calls can only be routed to a specific country). However, for a few countries, proof of a local address is required.

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**10. Can I cancel the service?**

You can terminate the service at any time, but you will be charged the monthly fee for the current month.

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**11. How can I cancel the service?**

Please contact our [Support Team](#) to cancel your service.

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**12. Is there any limit to how many numbers I can have?**

There is no limitation. You can use our web portal to activate new numbers whenever needed.

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**13. How long does the activation process normally take?**

Once the numbers are available on the web, it should take only three minutes.

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**14. Do I need any special equipment?**

Special equipment is not required. Our Toll Free service works with all phones.

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**15. What should I do if I have questions or encounter problems with the service?**

We provide 24 x 7 support (24 hours support 7 days a week). Please feel free to contact our Support Team for assistance.

Please refer to our "[Contact Us](#)" page for our contact information or chat online with M800 Live Support by clicking on the red horizontal bar on the lower right hand corner of your screen.

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**16. Do I need to provide ID when buying Toll Free numbers?**

Toll Free numbers can usually be purchased without ID. However, in some cases, local authorities may require proof of identity or a letter of intent. You can find detailed information on our website about special requirements for the phone numbers you want to order.

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**17. Is there any limitation on concurrent calls or simultaneous channels? How can I increase the limit?**

Normally, with the starter plan, concurrent calls are limited to five, although there are exceptions, for example in Columbia, the limit is two. But if you need a higher limit, please [contact us](#), we should be able to arrange something. Additional charges apply.

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**18. How can I get a Usage History or CDR (Call Detail Record)?**

To see your CDR, log in to our website and click [Usage](#) in the Toll Free page. The previous 3-month period usage history or CDR can be

searched.If you need records for earlier than 3 months, please feel free to contact us.

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**19. How much does it cost to run a Toll Free number?**

M800 provides five different monthly plans with different monthly fees and included minutes: Starter plan, Bronze plan, Silver plan, Gold plan and Platinum plan.

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**20. Can I change my toll free number?**

No. The toll free number can not to be changed after payment is confirmed, but you can cancel the number and buy another one.

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**21. Can I change my own forward-to (destination) number?**

Yes. You can change your own forward-to (destination) number anytime. However, different forward-to (destination) numbers will have different minutes allowances. See [pricing](#) for details.

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**22. Can I change my purchased service plan?**

Yes. You can upgrade your plan via the website anytime but the included minutes remaining in the old service plan will expire. The new service plan start date will be the date of upgrade. If you want to downgrade your plan, please [contact us](#) for assistance.

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**23. What if there is no number available for my selected country?**

Please send the order request to our support team via [support@m800.com](mailto:support@m800.com) informing us:

1) In which country do you want a Toll Free number?

2) How many numbers do you want?

3) What is the type of number, ITFS or DID?

We will do our best to procure the number for you.

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**24. Do you offer vanity phone numbers?**

Yes, we do offer vanity phone numbers (numbers that spell out words) and also lucky numbers, which are very popular in China, Hong Kong, Japan and Korea.

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**25. Can I do a port or transfer my existing toll free phone numbers to M800?**

Yes, in some cases, it depends on local regulations. Please [contact us](#) for details.

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**26. Can I transfer my M800 phone numbers to another carrier?**

No, we do not support this.

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**27. How is my monthly package fee calculated?**

It depends on your monthly plan and the number of minutes you use. Look at the [Pricing Page](#) to see monthly pricing, including basic minutes and additional per minute rates.

The "Remaining Minutes" in your dashboard is the purchased and estimated available call minutes for your Toll Free number based on your monthly package fee.

You may always upgrade your plan to have more minutes for your number.

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**28. What if I use more than my monthly minutes?**

If you use more than your monthly minutes allowance, your additional per minute rate will be based on the type of number and pricing plan you choose.

You will need to top-up your number's "Remaining Credit" in order to ensure your calls are never cut short when you use up your monthly minutes.

You may choose to top-up manually or set up auto top-up by selecting how much "Auto Top-Up Amount" you want to be debited in your credit card and select the "Credit Limit" to determine the amount that the "Remaining Credit" needs to meet before the auto top-up is activated.

Please refer to the [Pricing Page](#) to see additional per minute rates.

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**29. What payment methods do you accept?**

Visa, Mastercard and Paypal.

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**30. Are there any taxes, fees, or surcharges in addition to my monthly fee?**

No. There are no hidden fees.

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**31. Can I review my billing activity and check the record for the past few months?**

Yes. Please use our website to access real-time call reports and payment history. You may also review the record for the past few

months.

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**32. Will I receive my bill through the mail?**

No, we don't mail your bill, but you can access your payment history online and print it out.

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**33. Will I receive a detailed invoice of my calls every month?**

No. We do not produce this kind of invoice, but you can access your usage history online.

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**34. Who should I contact if I have a billing question?**

Please refer to our [Contact](#) page to contact our customer services for assistance.

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**35. Can I get a refund?**

Please refer to our [Terms and Conditions](#) for more information.

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**36. I have trouble making payment, what should I do?**

Please make sure your credit card or Paypal is working. If there is still a problem, please feel free to [contact us](#) for assistance.

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**37. How long will my purchased credit be valid?**

The credit will expire if the number is inactive for 1 month. A toll free number will become inactive upon the end of a monthly subscription plan.

A toll free number which remains inactive for over 30 days and is not re-activated within that period will expire and the number & associated account credit will be forfeited automatically.

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**38. If my toll free number gets disabled due to non-usage, will I be able to reactivate it?**

The number will be kept for 30 days in case of non-usage. You can activate it via the webpage within 30 days. After 30 days, you will need to purchase a new toll free number.

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**39. I have a nuisance caller, what should I do?**

Please [contact us](#) for further assistance.

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**40. When paying by credit card, I get the message "transaction failed", what should I do?**

Here are steps you can take to resolve payment issues:

- Verify the payment information entered for your order. If you used a saved payment method already on your account, you may simply need to update some of the information. If you entered a new payment method, make sure you entered the number and other information correctly.
- Submit an alternate payment method for your purchase. If you are unable to resolve the payment issue with your bank in a timely manner, you are always able to change the payment method on your purchase to another card.

Contact your bank to resolve other payment issues even if:

- You've successfully used the payment method on a previous order.
- You have funds available in your bank or credit account to cover the order cost.

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**41. How can I troubleshoot failed payments?**

To protect your security and privacy, your bank does not provide us with information about why your payment is being declined. Because of this, you most likely need to contact your bank directly to solve most payment issues.

Sometimes credit card authorizations fail because of an incorrect expiry date or a mistaken digit in a credit card number. If you have saved credit card information in your Account Settings, check to make sure the information is correct and then re-submit your order. If your billing information looks correct and your order still fails to authorize, contact your credit card provider for further assistance, or place your order again using a different credit card.

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**42. I have completed the purchase but it's not showing on my account, what should I do?**

Please allow a few minutes for the purchase to be applied to your account. If you still don't see your account updated after 5 minutes, please contact our support team at [support@m800.com](mailto:support@m800.com).

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**43. Do you support DTMF (Dual Tone Multiple Frequencies) tones?**

Yes, our service supports DTMF tones both ways, meaning that both the call receiving end and the caller can use DTMF tones to activate

a particular command on IVR.

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**44. Can I see the Caller-ID number of the person who is dialing my M800 Toll Free number?**

Yes! Our system will transparently pass the Caller ID information to your phone from the caller's phone, as long as this info is available to us from the calling party.