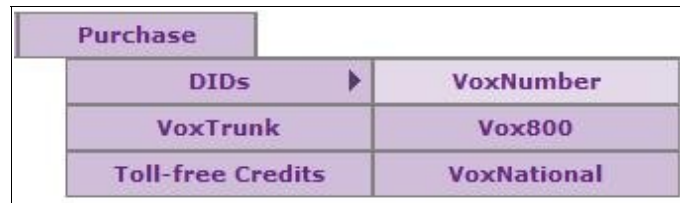


Voxbone Howto: How to order DID numbers


This tutorial explains how to place orders for DID numbers with Voxbone. Any remarks and suggestions to enhance this tutorial are welcome and should be sent to sales@voxbone.com

STEP 1: Log into your account on www.voxbone.com

STEP 2: Go to the menu **Purchase > DIDs > VoxNumber**



If you want to place an order the first time in the Voxbone portal you will be asked to confirm your contact details as well as the voxbone requirements.

Log Out | Contact

Account	Price List	Purchase	Configure	Porting	Calls	Support
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Purchase DIDs

Before allowing to make purchases from the Voxbone website we need to verify that your company meets the minimum requirements

I confirm all [contact details](#) of my account are complete and accurate. This includes a telephone number where I can be reached, a valid company name and an accessible website.

I confirm I meet the [requirements](#) to purchase from Voxbone. This includes a minimum invoice of 500 USD or 500 EUR per month.

Alternate phone number :

You can call me from to GMT

Please click the button below to request the verification of your information by our Sales Team.

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Once your account has been validated or you have placed orders before you will get directly to the purchase screen.

STEP 3: Go to the drop down menu and select the country where you want the DIDs from. You will then get a list of all the available area codes within that country (except for the US where you need to select a state as well)

To narrow your search you might as well enter the desired city name and for the US you also have the NPA in a drop down menu.

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Purchase DIDs

[VoxNumber](#) | [Vox800](#) | [VoxNational](#)

Country :

City name :

Numbers must be assigned to [channels](#).

In case the order exceeds available stock, then provisioning time for the missing DIDs will range from a few minutes (in the UK) to 10 business days.

<< < > >>

0 areas found, displaying 0 areas, from 0 to 0. Page 0 / 0

Country	City	Stock	Quantity
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STEP 4: Choose the quantity of DID's you require in each city

STEP 5: Click the *add to cart* button to add the selected DID's to your cart.

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Purchase DIDs

[VoxNumber](#) | [Vox800](#) | [VoxNational](#)

Country :

State :

NPA :

City name :

Numbers must be assigned to [channels](#).

In case the order exceeds available stock, then provisioning time for the missing DIDs will range from a few minutes (in the UK) to 10 business days.

<< < > >>

1 areas found, displaying 1 areas, from 1 to 1. Page 1 / 1

Country	City	Stock	Lata	Quantity	
UNITED STATES (1)	WASHINGTON ZONE 1 (202)	53	236	<input type="text" value="10"/>	Add to Cart

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STEP 6: Click on the ***purchase cart*** button in the top right corner of the screen in order to get to the overview of your cart and complete the purchase.

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Your Cart

Country	City	Quantity	Setup (pu) *	Setup *	
UNITED STATES (1)	WASHINGTON ZONE 1 (202)	10	1.5	15.0	Remove

Total Setup (VAT excl): 15.0 EUR
Total VAT (21%): 3.15 EUR
Total (VAT incl): 18.15 EUR

I have read and accept the [Regulatory Restrictions](#) associated with the services.
 I have read and accept the [Service Requirements](#).
 I have read and accept the Voxbone [Terms of Sale](#).

[Purchase Cart](#)

* All prices are in EUR
** See our price list for details

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At this stage you will be able to review your order and make changes if necessary. Simply click on the ***remove*** button to delete an order line.

STEP 7: In order to proceed you will have to read and accept the *Regulatory Restrictions*, *Service Requirements* and *Terms of Sale* and tick the corresponding boxes.

STEP 8: Click on ***purchase cart*** to get to the payment site.

[Account](#)

[Price List](#)

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Payments

You are now one step away from your purchase.
Please select your payment method below:



Important Remark :

Please be aware that **Paypal** currently has an issue with their API which prevents our system from registering all customer payments in real time. However, if you wish to proceed with PayPal and your payment is not reflected on your account right away, please contact us through our ticketing system with your transaction ID.

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STEP 8: Select the payment method you want to use. The following options are available in the Voxbone web portal:

- credit card: Visa, Mastercard or American Express
- PayPal
- Voxbone prepaid

Funds can be added to your prepaid account via the menu
Account > Business Account > Refill

That way you can also send us a wire transfer.

In case you want to make use of this option please put your Voxbone username in the reference line of the payment and do not send us a transfer of less than 500 USD/EUR since it will be rejected by our billing department.

You will be redirected to the appropriate secure payment gateway for payment processing. After payment you will receive an email confirming your purchase.

The above description is applicable analogously for the purchase of Vox800 and VoxNational numbers. Prior to using the acquired numbers please make sure that you have sufficient channels from the respective zone your account.