



**Facts and Figures**

**How Nexcel Communications Measures Up - A Competing Service Comparison**

**Nexcel vs. Vonage**

<b>Nexcel</b>	<b>Vonage</b>
<b>Rates start at \$23.95</b>	Rates start at \$24.99
<b>No Contracts</b>	Removal of sign-up fee Requires 2 Year Contract
<b>No Cancellation Fee</b>	Up to \$90 Cancellation Fee
<b>Business Class Service Offered</b>	No Business Class Service Offered
<b>800-Service includes up to 720 minutes monthly</b>	800-Service includes up to 100 minutes monthly
<b>Softphone included at no cost</b>	Softphone costs additional \$9.95/month
<b>E-Fax (fax directly to email) included at no cost*</b>	No E-Fax available
<b>Includes advanced features like Find Me/Follow Me and Call Forwarding</b>	Includes similar advanced features
<b>High rated live customer service available via phone and live chat</b>	Overall low customer service ratings

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**Nexcel vs. Cable Companies**

<b>Nexcel</b>	<b>Cable Companies</b>
<b>Rates start at \$23.95</b>	Rates typically start at \$34.95 and may go up after introductory period
<b>No Contracts</b>	Often requires bundling of TV, Internet, and Phone Service to obtain competitive rate – some cancellation fees and contracts apply
<b>Business Class Service Offered</b>	No Business Class Service Offered with most
<b>800-Service includes up to 720 minutes monthly</b>	No 800-Service Offered
<b>Softphone included at no cost</b>	No Softphone Offered
<b>E-Fax (fax directly to email) included at no cost*</b>	No E-Fax available
<b>Includes voicemail and advanced features like Find Me/Follow Me and Call Forwarding at no additional cost</b>	May include some similar features but also has additional costs involved for some, like voicemail)
<b>High rated live customer service available via phone and live chat</b>	Well known for long hold times and unresolved issues when working with customer support
<b>Customers can get paid every month (\$25) for referring a new customer</b>	Typically no incentives offered to customers for referring new business

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**Nexcel vs. Traditional Landlines**

<b>Nexcel</b>	<b>Landlines</b>
<b>Rates start at \$23.95</b>	Typical starting bill for basic service is \$45.00/month
<b>All Features Include for one Low Price</b>	Additional Features available at Additional Costs
<b>All calls with the USA, Canada, Puerto Rico, along with 7 other countries (list here***can't find on website)</b>	Rates vary but can cost up to \$0.25/minute
<b>Business Class Service starts at \$59.95</b>	Business Class Services starts at around \$100.00/month and can cost an additional \$0.029/minute
<b>Have complete control over your features, lines, and service. Make changes 24/7 online.</b>	Antiquated customer interaction. Cannot change service or add lines/features quickly.
<b>Includes advanced features like Find Me/Follow Me and Call Forwarding at no additional cost</b>	Additional Features available at Additional Costs
<b>800-Service includes up to 720 minutes monthly</b>	800-Service incoming calls cost an additional \$0.10/minute on top of 800 setup fees
<b>Softphone included for free</b>	No Softphone Offered
<b>E-Fax (fax directly to email) included at no cost*</b>	No E-Fax offered, for an additional monthly fee companies will offer a separate 'fax' landline
<b>High rated live customer service available via phone and live chat</b>	Well known for long hold times and unresolved issues when working with customer support
<b>Customers can get paid every month (\$25) for referring a new customer</b>	No customer incentive programs

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**Nexcel vs. Skype**

<b>Nexcel</b>	<b>Skype</b>
<b>Rates start at \$23.95</b>	Rates start at \$2.95 but calls can cost up to additional \$0.21/minute
<b>Works with existing phone and fax machines</b>	Skype is a softphone, a phone that runs exclusively through software on your personal computer
<b>You don't have to own a computer or it doesn't have to be on to make Nexcel calls - Nexcel service works 100% independent of your computer</b>	Computer must be on to use Skype
<b>911 Emergency Service included in service</b>	No 911 Emergency Service Available
<b>Works with your regular phone, just like a regular phone. Plus, an additional Softphone (what Skype offers) is included for free.</b>	Typical user needs a PC and headset just to make phone calls. Handsets are available but only work with Skype and cost about \$100 per handset
<b>Business Class Service Offered</b>	No Business Class Service Offered
<b>800-Service includes up to 720 minutes monthly</b>	No 800-Service Offered
<b>E-Fax (fax directly to email) included at no cost*</b>	No E-Fax available
<b>Includes advanced features like Find Me/Follow Me and Call Forwarding at no additional cost</b>	Since Skype is solely a Softphone there are very few advanced features.
<b>High rated live customer service available via phone and live chat</b>	Non-existent although you can send Skype Support an email
<b>Customers can get paid every month (\$25) for referring a new customer</b>	No customer incentive programs

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**Nexcel vs. Cell Phones**

<b>Nexcel</b>	<b>Cell Phones</b>
<b>Rates start at \$23.95</b>	Plans start at \$40.00/month and can cost \$100.00+/month
<b>No Contract</b>	Requires 24 month contract
<b>No Cancellation Fees</b>	Major Cancellation Fees and Penalties (typically \$150 for contract termination)
<b>Unlimited calling in the USA, Canada, and Puerto Rico (**7 others???)</b>	Talk time is limited to US numbers only and dependent upon minutes allotted in monthly plan
<b>All Features Include for one Low Price</b>	Limited calling features dependent upon service provider, monthly plan, and cell phone manufacturer
<b>Have complete control over your features, lines, and service. Make changes 24/7 online.</b>	Antiquated customer interaction. Cannot change service or add lines/features quickly.
<b>International long distance starts at \$0.01/minute</b>	International long distance can cost up to \$4.00/minute
<b>Business Class Service starts at \$59.95</b>	No defined business class service
<b>800-Service includes up to 720 minutes monthly</b>	No 800-Service Offered
<b>E-Fax (fax directly to email) included at no cost*</b>	No E-Fax offered, for an additional monthly fee companies may offer a separate 'fax' option
<b>Softphone included for free</b>	No Softphone Offered
<b>Includes advanced features like Find Me/Follow Me and Call Forwarding at no additional cost</b>	Additional Features available at Additional Costs
<b>High rated live customer service available via phone and live chat</b>	Well known for long hold times and unresolved issues when working with customer support
<b>Customers can get paid every month (\$25) for referring a new customer</b>	No customer incentive programs

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**Nexcel vs. MagicJack**

<b>Nexcel</b>	<b>MagicJack</b>
<b>Rates start at \$23.95</b>	Rates start at \$46.90 for first year. Future year pricing is \$19.95.
<b>E-911 Service</b>	Offers an E911 type support but encourages users not to rely on MagicJack for emergency services
<b>Can 'port' old phone number (keep the same number)</b>	Cannot 'port' number
<b>International included to 10 different countries and territories</b>	International available but user must prepay all international tolls (like calling cards)
<b>High rated live customer service available via phone and live chat</b>	No customer support
<b>Warranty and guarantee of service for as long as you are an active subscriber</b>	30 day return policy from order date when ordered directly from MagicJack. No guarantee/warranty if purchased from reseller.
<b>White Service Provider</b>	Grey Service Provider
<b>No computer required - service works 100% independent of your computer</b>	Computer must be on and plugged into high speed internet for you to use MagicJack
<b>Mobile Voip Included</b>	No cellular features available
<b>No ads or ad tracking</b>	MagicJack is paid for by advertising. MagicJack terms of service allows them to track your calls so they can send targeted advertisements to you. You will also see numerous 'pop-up' advertisements all over your computer when you are making calls
<b>Business Class Service starts at \$59.95</b>	Nothing resembling quality service, much less business class service with multiple line capabilities
<b>800-Service includes up to 720 minutes monthly</b>	No 800-Service Offered
<b>E-Fax (fax directly to email) included at no cost*</b>	Fax not supported
<b>Includes advanced features like Find Me/Follow Me and Call Forwarding at no additional cost</b>	Bare bones service with no features
<b>Detailed call and billing records</b>	No records available
<b>Customers can get paid every month (\$25) for referring a new customer</b>	No customer incentive programs

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