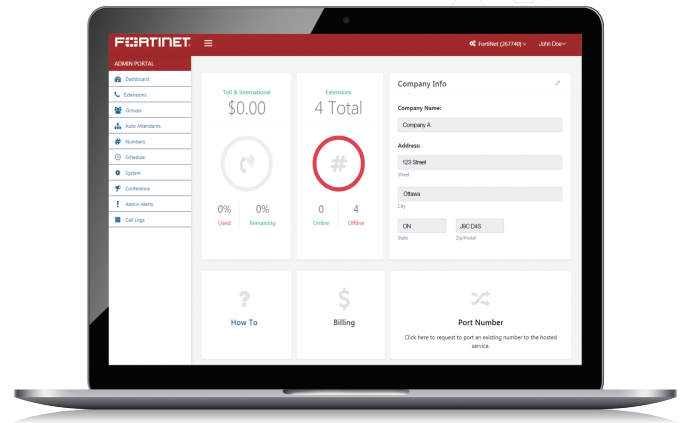


FortiVoice™ Cloud FAQs

The FortiVoice service for your business

With the FortiVoice Cloud you will have your business up and running in no time. The FortiVoice Cloud has been packaged with the FortiCall VoIP service to give you a worry-free service for all of your calling needs, handled within the cloud. Remove the confusion of configuration and take control of your business with the easy to use interface. The FortiVoice Cloud offers big features such as auto attendants, voicemail, conferencing and even faxing!



Is international calling available?

Yes. International calling is easy to set up once you create an account.

How much is international calling?

Rates start as low as 1.5¢ per minute, depending on the country, region and whether you're calling a landline or a cell phone. See the sample rates on page 2.

Can I have a toll-free number?

Yes. Toll-free numbers are easy to set up once you create an account.

How much is a toll-free number?

Toll-free numbers cost \$3.95 per month and 3¢ per minute, plus a \$2 one-time fee.

How much will it cost to port an existing number?

There is a \$9.95 fee from FortiVoice Cloud to port your number.

How much are phone numbers?

One phone number comes with the service. Additional phone numbers are \$4.95 each per month.

Are Direct Inward Dialing numbers available?

Yes. Additional phone numbers are \$4.95 per month, and it's easy to configure calls to a particular number to go to a particular extension or ring group of the service.

Can I have a phone number outside of my area code?

Yes. You can choose numbers from more than 10,000 areas in the United States and Canada, so it's easy to offer your customers a 'local' phone number wherever you want to.

Can I add or remove extensions and numbers myself?

Yes. You can manage your account in the FortiVoice Cloud web portal, so changing your extensions and numbers is no problem. Add more extensions during busy times only, use different phone numbers to track promotions or add temporary toll-free lines during special events. FortiVoice Cloud puts you in the driver's seat without having to wait for the phone company or pay for technician visits.

Can I receive faxes?

Yes. The inbound fax to e-mail option is available for \$4.95 per number per month. FortiVoice Cloud fax to e-mail can eliminate your need for an additional expensive phone line for your fax machine.

Can I use my own VoIP service with FortiVoice Cloud?

FortiVoice Cloud is an all in one package, a hosted PBX and VoIP service.

How do I update or support new phones?

When new features or phones become available the service will updated seamlessly in the background. An email will be sent out informing of any changes.

Is my data secured?

FortiVoice Cloud is an online service utilizing HTTPS for secure connection.

FORTIVOICE CLOUD RATE SAMPLES

The following are FortiVoice Cloud international calling rates as of November 1, 2018. This is an example of current typical rates. Rates are subject to change without notice. Not all available regions are listed.

FOR INTERNATIONAL CALLING			
Country	Code	Minimum	Maximum
Afghanistan	93	\$0.302850	\$0.361500
Albania	355	\$0.097650	\$0.453150
Algeria	213	\$0.099600	\$0.525450
Andorra	376	\$0.037050	\$0.348600
Angola	244	\$0.136200	\$0.141000
Argentina	54	\$0.015450	\$0.169350
Armenia	374	\$0.148650	\$0.277800
Aruba	297	\$0.148200	\$0.370050
Australia	61	\$0.016650	\$0.131400
Australian Ext. Tr.	672	\$0.778050	\$1.414800
Austria	43	\$0.027000	\$0.060900
Azerbaijan	994	\$0.350550	\$0.543000
Bahrain	973	\$0.051300	\$0.135750
Bangladesh	880	\$0.031800	\$0.043800
Belarus	375	\$0.288750	\$0.451050
Belgium	32	\$0.020250	\$0.106500
Belize	501	\$0.336150	\$0.401550
Benin	229	\$0.207150	\$0.371700
Bhutan	975	\$0.101700	\$0.148950
Bolivia	591	\$0.107700	\$0.258300
Bosnia Herzegovina	387	\$0.173250	\$0.481650
Botswana	267	\$0.106950	\$0.343800
Brazil	55	\$0.018450	\$0.081000
Brunei	673	\$0.034500	\$0.038850
Bulgaria	359	\$0.029700	\$0.211050
Burkina Faso	226	\$0.411450	\$0.446550
Burundi	257	\$0.108000	\$0.172950
Cambodia	855	\$0.060450	\$0.060750
Cameroon	237	\$0.112800	\$0.458400
Cape Verde Islands	238	\$0.265200	\$0.442200
Central African Republic	236	\$0.283050	\$0.700500
Chad Republic	235	\$0.249900	\$0.462000
Chile	56	\$0.021600	\$0.328350
China	86	\$0.015450	\$0.020000
Colombia	57	\$0.015600	\$0.403950
Congo	243	\$0.248700	\$0.502950
Congo Republic	242	\$0.460350	\$0.766200
Cook Islands	682	\$0.982050	\$1.458600
Costa Rica	506	\$0.019050	\$0.091500
Croatia	385	\$0.018300	\$0.219000
Cuba	53	\$1.027500	\$1.444500
Cyprus	357	\$0.015150	\$0.065100
Czech Republic	420	\$0.036000	\$0.067950
Denmark	45	\$0.017100	\$0.098550
Djibouti	253	\$0.171450	\$0.634800
East Timor	670	\$0.364800	\$0.364800
Ecuador	593	\$0.162450	\$0.357750
Egypt	20	\$0.067350	\$0.090750
El Salvador	503	\$0.193350	\$0.321000
Equatorial Guinea	240	\$0.328350	\$0.328350
Eritrea	291	\$0.405750	\$0.415950
Estonia	372	\$0.028950	\$0.535200
Ethiopia	251	\$0.267150	\$0.423000

FOR INTERNATIONAL CALLING			
Country	Code	Minimum	Maximum
Falkland Islands	500	\$1.458600	\$1.458600
Fiji Islands	679	\$0.379650	\$0.415950
Finland	358	\$0.038400	\$0.106500
France	33	\$0.020000	\$0.067350
French Antilles	596	\$0.026400	\$0.131400
French Guiana	594	\$0.037350	\$0.148200
French Polynesia	689	\$0.408750	\$0.496950
Gabon Republic	241	\$0.259950	\$0.700500
Gambia	220	\$0.661200	\$0.801300
Georgia	995	\$0.045000	\$0.210150
Germany	49	\$0.015150	\$0.074700
Ghana	233	\$0.304950	\$0.392700
Gibraltar	350	\$0.054750	\$0.644700
Greece	30	\$0.017100	\$0.065700
Greenland	299	\$0.457200	\$0.885000
Guatemala	502	\$0.109800	\$0.236100
Guinea	224	\$0.540750	\$0.783750
Guinea Bissau	245	\$0.426450	\$0.957450
Guyana	592	\$0.155250	\$0.478950
Haiti	509	\$0.365250	\$0.502950
Honduras	504	\$0.160350	\$0.254700
Hong Kong	852	\$0.017550	\$0.020000
Hungary	36	\$0.019950	\$0.097650
Iceland	354	\$0.021900	\$0.111900
India	91	\$0.015000	\$0.021900
Indonesia	62	\$0.016950	\$0.074550
Iran	98	\$0.061200	\$0.105150
Iraq	964	\$0.047850	\$0.250950
Ireland	353	\$0.016650	\$0.320550
Israel	972	\$0.015450	\$0.280500
Italy	39	\$0.016200	\$0.175200
Ivory Coast	225	\$0.315300	\$0.484500
Japan	81	\$0.035550	\$0.131400
Jordan	962	\$0.081450	\$0.175200
Kenya	254	\$0.068400	\$0.086250
Kuwait	965	\$0.053100	\$0.091950
Kyrgyzstan	996	\$0.185550	\$0.242100
Laos	856	\$0.087600	\$0.091800
Latvia	371	\$0.029850	\$1.080750
Lebanon	961	\$0.150450	\$0.283500
Lesotho	266	\$0.304050	\$0.378750
Liberia	231	\$0.519150	\$0.684750
Libya	218	\$0.309750	\$0.372150
Liechtenstein	423	\$0.098400	\$0.559950
Lithuania	370	\$0.029400	\$0.083250
Luxembourg	352	\$0.021900	\$0.279450
Macau	853	\$0.068550	\$0.068550
Macedonia	389	\$0.157500	\$0.618450
Madagascar	261	\$0.485550	\$0.751800
Malawi	265	\$0.127050	\$0.141450
Malaysia	60	\$0.018300	\$0.040350
Maldives	960	\$0.663300	\$1.204050
Mali Republic	223	\$0.366900	\$0.477300

FORTIVOICE CLOUD RATE SAMPLES

FOR INTERNATIONAL CALLING			
Country	Code	Minimum	Maximum
Marshall Islands	692	\$0.437850	\$0.437850
Mauritania	222	\$0.572700	\$0.722400
Mauritius	230	\$0.165750	\$0.173850
Mexico	52	\$0.020000	\$0.061350
Micronesia	691	\$0.360000	\$0.360000
Moldova	373	\$0.198150	\$0.394050
Monaco	377	\$0.120000	\$0.547350
Mongolia	976	\$0.072300	\$0.072750
Montenegro	382	\$0.209550	\$0.537300
Morocco	212	\$0.027600	\$0.413400
Mozambique	258	\$0.116100	\$0.389700
Myanmar	95	\$0.311400	\$0.503550
Namibia	264	\$0.095550	\$0.240900
Nepal	977	\$0.107100	\$0.174150
Netherlands	31	\$0.020000	\$0.087600
New Caledonia	687	\$0.286350	\$0.302550
New Zealand	64	\$0.015150	\$0.085650
Nicaragua	505	\$0.214650	\$0.394050
Niger	227	\$0.340500	\$0.368850
Nigeria	234	\$0.070500	\$0.148950
North Korea	850	\$1.345800	\$1.345800
Norway	47	\$0.018300	\$0.240900
Oman	968	\$0.184350	\$0.459750
Pakistan	92	\$0.068100	\$0.197100
Palau	680	\$0.503550	\$0.503550
Palestine	970	\$0.183450	0.342600
Panama	507	\$0.048600	\$0.227700
Paraguay	595	\$0.044250	\$0.170100
Peru	51	\$0.018750	\$0.561150
Philippines	63	\$0.087000	\$0.240900
Poland	48	\$0.015000	\$0.143850
Portugal	351	\$0.015600	\$0.053700
Qatar	974	\$0.256350	\$0.317850
Romania	40	\$0.020850	\$0.068400
Russia	7	\$0.015900	\$0.187200
Rwanda	250	\$0.182250	\$0.503550
San Marino	378	\$0.034200	\$0.072900
Saudi Arabia	966	\$0.139500	\$0.194700
Senegal	221	\$0.246150	\$0.613050
Serbia	381	\$0.132900	\$0.580350

FOR INTERNATIONAL CALLING			
Country	Code	Minimum	Maximum
Seychelles Island	248	\$0.169950	\$0.459750
Sierra Leone	232	\$0.691800	\$0.732000
Singapore	65	\$0.015900	\$0.020000
Slovakia	421	\$0.028050	\$0.224850
Slovenia	386	\$0.027000	\$0.673200
Somalia	252	\$0.488400	\$0.886800
South Africa	27	\$0.041700	\$0.159900
South Korea	82	\$0.016500	\$0.032700
Spain	34	\$0.015600	\$0.102300
Sri Lanka	94	\$0.082800	\$0.238050
Sudan	249	\$0.112650	\$0.256200
Surinam	597	\$0.222000	\$0.359100
Swaziland	268	\$0.090450	\$0.293400
Sweden	46	\$0.020000	\$0.056400
Switzerland	41	\$0.021750	\$0.350250
Syria	963	\$0.170550	\$0.279000
Taiwan	886	\$0.021900	\$0.136050
Tajikistan	992	\$0.168450	\$0.245250
Tanzania	255	\$0.138900	\$0.350250
Thailand	66	\$0.015150	\$0.016500
Togo	228	\$0.537750	\$0.569250
Tonga	676	\$0.614100	\$0.656700
Tunisia	216	\$0.410100	\$0.715800
Turkey	90	\$0.023550	\$0.228450
Turkmenistan	993	\$0.174900	\$0.174900
Uganda	256	\$0.085500	\$0.215100
Ukraine	380	\$0.105750	\$0.270150
United Arab Emirates	971	\$0.189450	\$0.268650
United Kingdom	44	\$0.020000	\$0.536400
Uruguay	598	\$0.065700	\$0.275850
Uzbekistan	998	\$0.034050	\$0.107100
Vanuatu	678	\$0.978150	\$0.978150
Vatican	379	\$0.034950	\$0.034950
Venezuela	58	\$0.015600	\$0.064500
Vietnam	84	\$0.019800	\$0.059250
Western Samoa	685	\$0.810000	\$0.859500
Yemen	967	\$0.194700	\$0.229950
Zambia	260	\$0.114600	\$0.226200
Zimbabwe	263	\$0.160800	\$0.744300



GLOBAL HEADQUARTERS
Fortinet Inc.
899 KIFER ROAD
Sunnyvale, CA 94086
United States
Tel: +1.408.235.7700
www.fortinet.com/sales

EMEA SALES OFFICE
905 rue Albert Einstein
06560 Valbonne
France
Tel: +33.4.8987.0500

APAC SALES OFFICE
8 Temasek Boulevard
#12-01 Suntec Tower Three
Singapore 038988
Tel: +65.6395.2788

LATIN AMERICA SALES OFFICE
Sawgrass Lakes Center
13450 W. Sunrise Blvd., Suite 430
Sunrise, FL 33323
United States
Tel: +1.954.368.9990