



White Label FAQs

Are there any updates on the option to offer auto provisioning?

Yes, we are currently building out a new API interface on our platform that will allow outside integrations. The first company we are working with is NISC. The other major brands we have been in contact with are Innovative Solutions, GLDS and Camvio.

What is your level of responsiveness to trouble tickets?

Our average time to resolution is less than 10 minutes. We have 24/7 U.S based support. We also offer a financially backed SLA to provide five 9s of uptime.

Can you ensure no loss of USF? (this may be strictly hardware-based)

We have worked with several ILEC and CLEC providers who have been able to get approval from their outside consultants to move fully to the GigTel platform. There can be many different pieces in this review process, so we always recommend that our clients seek approval from a third-party consulting company familiar with USF, NECA, and other regulations that may apply.

Do you offer an eFax solution?

Yes. We offer traditional fax solutions as well.

Do you offer a white label mobile app?

Yes, we offer an unbranded mobile app called "MyPhoneMobile", which is available on the IOS and Android mobile app stores.

Do you offer a customer portal?

Yes.

Do you offer VoIP soft clients?

Yes.

Do you offer cutover support?

Yes.

Can GigTel add Algo devices for remote management?

We can help with setting up Algo devices (provisioning), but we don't currently offer a managed switch that allows us to access and make changes remotely. However, we're working with Algo to explore their ZDP portal as a potential solution for this. For now, any remote access would need to be handled by you or your support team.

Can all users update their 911 address, or just those using a softphone?

At this time, end users can't update their 911 address. In a future update, users who access GigTel through the web phone will see a pop-up notification asking them to update their 911 address if their IP address changes. Please note that the mobile app currently doesn't support e911 registration.

Do you offer hotdesking?

We do offer hotdesking, but it's tied to the device rather than the user. If a user logs into a new device, they will be automatically logged out of all other devices. We're working on improvements to this feature in a future update.



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Can a user be logged into a soft device(s) (mobile or desktop) and a single desk phone or one login only?

Each user is assigned a unique login and password, allowing them to access their account through an internet browser or mobile app, as long as the previous user has logged out. Users can only be logged in to one web phone or mobile app at a time. A single user can have both a desk phone and mobile OR web phone configured and connected to their account at the same time.

How are firmware upgrades for Algo devices handled? Can they be done through the Netsapiens platform?

Currently, there's no remote communication with Algo devices. For now, these devices are set up as generic SIP devices, and firmware upgrades need to be managed separately.

Do you have a roadmap of future features?

We are currently in the final stages of planning our next software upgrade. Once this upgrade date is set we will begin providing details of that upgrade as well as information that will include features to come in the following updates. This will be the regular process going forward.

What is your platform built on?

Netsapiens, running on GigTel owned and operated equipment.

How many cores do you have and where are they?

GigTel has 4 cores. 2 cores in Indiana, 1 in Chicago, and 1 in Toronto.

Do you support a Teams Integration?

Yes, GigTel partners with TeamMate.

Are there any charges for porting?

No.

What desk phones are supported?

Most Yealink and Poly devices, as well as select Grandstream models, are supported with zero-touch provisioning. Future updates will continue to expand these supported brands with new models, and we are continuing to review additional brands. Devices not currently supported with zero-touch provisioning can still be configured manually using a SIP username and password to work with GigTel.



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