



Figure 6-2:
A typical
VoIP soft
phone
dial pad.

Possible cable modem problems

It's not uncommon to get a thirty-day trial period during which you can, for any reason, cancel your cable modem agreement or your VoIP over cable modem services agreement and stop using VoIP. If you have no trial period, the next best thing is a month-to-month plan. Note that you will need to pay an activation fee. If you can't get a trial period, record any problems you have with the service during the first month.

If the service doesn't work for you, you can terminate the trial or make the case that your activation cost should be refunded. In this section, I describe some things to be on the lookout for during your first month of VoIP service.

Network contention

The HFC CSI is *contention-based*, which means that it offers limited resources that are allocated to customers based on demand. It essentially assigns channels to customers as they come online. If you're one of only a few customers in your neighborhood, you will enjoy very good bandwidth and fast data