

Cable Company Home Phone

THE 60-SECOND VERSION

- 1 Your call rides over the cable modem — the same box as your internet.
- 2 Unlimited U.S. calling, caller ID, call waiting, and voicemail are usually included.
- 3 The promo price is the hook; always ask what the regular price becomes.
- 4 No power means no phone, unless you add the battery backup.
- 5 You keep your same number and your same handset.

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Cable Company Home Phone — How Spectrum & Xfinity Voice Actually Work

How Spectrum and Xfinity Voice actually work — in plain English.

————— An Extended Guide · No. 1721 —————

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What's Inside

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SUMMARY

The 60-Second Version

In a hurry? Here's the whole thing on one page. Cable home phone — Spectrum Voice, Xfinity Voice, and the like — carries your call over the very same cable line that brings your internet into the house. Your regular phone plugs into a jack on the cable modem, your number comes along, and day to day it feels just like the old phone. It's a fine, simple choice if you already deal with the cable company. Two things to watch: the price usually jumps after the first year, and the phone goes dead in a power outage unless you add a battery.

- Your call rides over the cable modem — the same box as your internet.
- Unlimited U.S. calling, caller ID, call waiting, and voicemail are usually included.
- The promo price is the hook; always ask what the regular price becomes.
- No power means no phone, unless you add the battery backup.
- You keep your same number and your same handset.

GOOD TO KNOW

If the cable company already runs your internet, adding their phone is usually a quick, no-technician change. The hard part isn't the hookup — it's reading the bill and planning a backup. That's where I can help.

1. Why This Guide, and Why Now

The cable phone is where a lot of folks are landing.

As the old copper phone lines get retired around the county, a great many people end up looking hard at their cable company for a home phone — because they already have cable internet or TV, and adding a phone to a bill they already pay feels like the path of least resistance. It often is. But “easy” and “well understood” aren't the same thing.

So this guide walks you through what cable home phone actually is, how it travels, what comes with it, where the money hides, and the one safety piece people skip. I'll name Spectrum and Xfinity because those are the names you'll see, but I don't push either one and I don't earn a dime from them. The same ideas apply whichever cable company serves your street.

Read it at your own pace. Nothing here is urgent. The goal is simply that when you do add a cable phone, you go in knowing what you're getting and what to ask.

TIP

Short on time? The 60-Second page up front and the cheat sheet at the back give you the whole thing. The chapters in between are there when you want the details.

2. What “Digital Voice” Really Means

It's a phone that travels as internet data.

Cable companies call their home phone “digital voice.” That's just a friendly name for the same thing the industry calls VoIP — Voice over Internet Protocol. In plain English, your call is carried as internet data over the cable line, instead of over the old copper pair that used to run back to the phone company.

Here's the reassuring part: this is not some experiment. Your grandchildren's calls have worked this way for years. The sound is clear, the number is normal, and the phone on your counter doesn't change. You pick it up, you hear a dial tone, you dial, it rings. The difference is entirely behind the scenes.

The one genuine trade-off is power. Because the call rides over your internet equipment, and that equipment runs on house electricity, the phone stops when the power stops — unless you've added a battery. We'll give that its own chapter because it matters.

GOOD TO KNOW

“Digital voice” and “VoIP” mean the same thing. If a letter or a salesperson uses one word or the other, don't let it throw you — it's the cable phone we're talking about.

3. How the Call Travels, Step by Step

From your handset, out through the cable modem.

Let me trace the path so there's no mystery. When you pick up your phone, the call goes into a jack on the cable modem — the same box that brings internet into your home. That box takes your voice, turns it into data, and sends it out over the cable line alongside your internet. On the far end it turns back into sound for the person you're calling.

The piece that makes this work is sometimes called an eMTA — it just means the cable modem has a telephone part built into it, with one or two phone jacks on the back. Your existing corded or cordless phone plugs straight into that jack. You don't need a new handset, and you usually don't need a technician to visit.

Because the phone shares the cable line with the internet, the two rise and fall together. When the cable internet is up, your phone works. When the internet is down — or the power is out — the phone is down too. That's the whole reason the backup chapter exists.

GOOD TO KNOW

If your cable modem is tucked behind the TV or in a closet, that's where your phone now lives too. Make sure there's a free phone jack on the back of it, and a working outlet nearby.

4. What's Usually Included

The everyday features come along for the ride.

People worry the familiar features will vanish. They don't. Cable home phone plans almost always bundle the things you actually use, so the phone behaves like the one you've had for years.

- Unlimited calling across the United States — the fifty states, and often Canada, Mexico, and the U.S. territories too.
- Caller ID, so you see who's calling before you pick up.
- Call waiting, so a second call doesn't just get a busy signal.
- Voicemail you can check from the phone or, on many plans, from any phone or even your email.
- Other touches like call forwarding and do-not-disturb, depending on the plan.

What's included can differ a little by area and by plan, and the companies change the lineup now and then. So when you sign up, ask them to confirm the exact feature list for your plan — and ask them to simply turn it all on for you, rather than leaving you to set it up.

GOOD TO KNOW

International calling beyond the included countries is usually an add-on. If you regularly call overseas, ask about the rates up front — that's one place a standalone VoIP service like Vonage sometimes does better.

5. The Promo-Price Catch

The number on the ad is not the number you'll pay.

Here's the part I most want you to hear, because it catches almost everyone. Cable companies sell on a promotional price — a low monthly figure that looks great for a year, sometimes two. Then the promotion ends and the price climbs, often by a lot. The phone line itself might be advertised as cheap or even “free” inside a bundle, but the bundle's regular price is where the real cost lives.

None of this is a scam — it's just how the industry prices things. But it means the only number worth caring about is the regular price after the promotion ends. So that's the question to ask, plainly and out loud, before you sign anything.

- 1 Ask: “What is the regular monthly price after the promotion ends?”
- 2 Ask: “How long does the promotional price last?”
- 3 Ask: “Are there taxes and fees on top, and about how much?”
- 4 Write the regular price down and compare it to what you pay now.

WATCH OUT

“Free phone line” inside a bundle often means the phone is bundled into a price that rises later. Nothing from the cable company is truly free forever — read the regular price before you decide.

6. Bundling With Internet and TV

Where the phone fits in the package.

Cable companies love bundles — internet, TV, and phone sold together at one price. A bundle can genuinely save money, and having one company and one bill is simpler to manage, especially for a family member helping from out of town. For a lot of households, the cable phone makes the most sense precisely because it rides along in a bundle they already have.

The thing to understand is that bundle prices are a package deal. Change one part and the others can shift. That's fine as long as you know it going in. The trap is assuming the phone is a standalone line that will keep its price no matter what else you do.

GOOD TO KNOW

If you mostly want a simple home phone and don't need the TV or a big internet plan, a standalone VoIP box or a cellular home base might cost less in the long run. The cable phone shines when you're already a cable internet customer.

7. What Happens If You Drop the TV

The phone can quietly change with it.

A lot of folks are cutting cable TV these days and keeping just the internet — streaming the shows instead. That's a perfectly good move. But if your home phone was bundled with the TV, dropping the TV can change what the phone costs, or how it's packaged. I've seen people cut the TV to save money and get a surprise on the next bill because the phone's price shifted.

So before you drop any part of a bundle, ask the cable company one specific question: “If I keep internet but drop TV, what happens to my phone and its price?” Get the answer before you make the change, not after. It's a two-minute phone call that can save a headache.

TIP

If you ever drop cable TV but keep internet, double-check that your home phone rides along — and at what price. Sometimes the phone is bundled in a way that changes when you cut the TV part.

8. The Battery Backup — The Big One

No power, no phone, unless you plan for it.

If you remember one thing from this guide, make it this. The old copper landline drew its own power from the phone line, so it worked in a storm when the lights were out. A cable phone does not. It runs on your cable modem, and your modem runs on house electricity. When the power goes out, the modem goes dark — and so does your phone, including your ability to call 911.

The fix is a battery backup. Some cable companies offer a battery module made for their equipment; for example, Xfinity sells a battery case that, properly set up, can keep the phone alive for up to around a day — though the batteries inside it are bought separately

and need replacing over time. The other route is a small all-purpose battery backup (a UPS) that you plug the modem into.

WATCH OUT

On many cable setups, when you're running on the backup battery, only your main phone number works, and you'll need a corded phone or a phone that doesn't rely on its own wall power. Ask exactly how your provider's battery behaves in an outage.

9. A Closer Look at Backup Batteries

Your choices, and what each one really does.

Let me lay out the backup choices plainly, because the cable company doesn't always make it clear and it's genuinely important for safety.

- The provider's own battery module — made to fit their modem; ask whether it's included free or costs extra, and how long it lasts.
 - A small uninterruptible power supply (a UPS) — a battery box you plug the modem and router into, so the whole internet chain stays up.
 - A charged cell phone kept nearby — the final backstop for 911 no matter what else fails.
- The batteries inside any backup wear out over a few years and need replacing, so note the date you put one in. And remember the backup only keeps your phone alive if the cable company's network itself is still up — a battery in your house can't fix an outage at their end. That's exactly why the charged cell phone belongs on the list.

TIP

A battery backup for your internet gear is one of the most worthwhile little purchases a home can make — it keeps your phone and your internet alive through the short outages we get around here. I'm glad to set one up and show you how to tell when it needs a fresh battery.

10. Will 911 Work?

Yes — with one setup step and one outage caution.

This is the safety question, and it deserves a clear answer. Yes, 911 works on cable home phone. The difference from the old copper line is that a cable phone doesn't have a fixed wired address built in, so the cable company keeps a “registered location” — the street address they hand to 911 when you call. When you set up the service, make sure that address is correct.

The caution is the one we keep coming back to: in a power or internet outage, the cable phone can't reach 911 unless it has a working battery backup. That's not a reason to avoid cable phone — it's a reason to add the battery and to keep a charged cell phone handy. A cell phone can always reach 911, even with no plan, as long as it has a charge and a signal.

WATCH OUT

Never assume a cable phone will reach 911 in a storm. Add the battery, keep a charged cell phone nearby, and if anyone in the home depends on the phone for emergencies, tell me — I'll make sure the backup is solid.

11. Keeping Your Same Number

Almost always — here's the one rule.

People worry about losing the number they've had for decades — the one on every form and in every friend's address book. Good news: you can almost always keep it. Moving a number to the cable company is called “porting,” and they do the work. You give them a recent bill from your current phone company so the account details match, and they handle the move.

There's one rule that matters more than any other: do not cancel your old phone service first. The number has to stay active for the move to work. If you cancel too early, you can lose the number for good. Let the cable company confirm the port is complete, and only then is the old line closed.

GOOD TO KNOW

A landline port can take a week or two, not an afternoon. Your old phone keeps working the whole time — the switch happens on a scheduled day at the very end, so there's no stretch where you're without a line.

12. Getting the Port Right

Little mismatches cause big delays.

Most number moves go smoothly, but the ones that stall almost always stall for the same silly reason: the details you give the cable company don't exactly match what your old phone company has on file. A nickname instead of your legal name, a slightly different address, the wrong account number — any of these can bounce the request and add days.

- 1 Find a recent bill from your current phone company and keep it in front of you.
- 2 Give the cable company the exact name, address, and account number from that bill.
- 3 Ask them to confirm, in writing or by email, the date your number will move.
- 4 Leave the old line active until the cable company says the move is done.
- 5 Test the new phone — make a call out and have someone call you — before you let the old line be cancelled.

TIP

If the details on your old bill are muddled or the account's in a late spouse's name, that's a common snag. Call me before you start and we'll get it sorted so the port doesn't get rejected.

13. Your Phones and Jacks Still Work

You probably don't need to buy anything new.

Here's a bit of relief: the phones you already own almost certainly work with cable home phone. Modern cordless phones from Panasonic, VTech, and the AT&T-branded ones plug into the jack on the cable modem and don't care how the call travels. Your corded phone works too — and a corded phone has a quiet advantage in an outage, since it doesn't need its own wall power the way a cordless base does.

One thing worth knowing: by default, the cable phone lives at the jack on the modem, not at the old phone jacks on your walls. If you want the wall jacks throughout the house to work again — so a phone in the bedroom still rings — that can usually be arranged, but it's

a wiring step worth asking about rather than assuming.

TIP

Keep at least one old-fashioned corded phone in the house. When the power's out and you're on the backup battery, a simple corded phone will often keep working when a cordless base won't.

14. Making the Wall Jacks Work Again

If you want phones in more than one room.

In a lot of homes, the phone always rang in the kitchen and the bedroom and the den, because the old copper fed every wall jack. When you move to cable phone, the signal starts at the modem instead, so by default only a phone plugged into the modem will work. For many people that's fine — one cordless base near the modem, with extra handsets scattered around the house, covers it.

But if you truly want the wall jacks live again, there are two common paths: a cordless phone system with several handsets that all work off the one base, or a bit of wiring that feeds the cable phone back into the home's existing jacks. The wiring route needs care so you don't accidentally send the signal out toward the street. It's a tidy little job, and exactly the sort of thing I handle on a visit.

GOOD TO KNOW

A single cordless phone system with three or four handsets is usually the simplest way to have a phone in every room, and it sidesteps the wiring question entirely.

15. What a Hookup Day Looks Like

Often no technician, sometimes a quick visit.

If you already have cable internet, adding the phone is frequently a no-visit change: the cable company flips it on at their end, you get a phone jack working on your existing modem, and you plug your phone in. Sometimes they mail a new modem with a phone part built in, and you swap it yourself with their instructions. Now and then a technician comes out, especially if wiring is involved.

Whichever way it goes, don't consider it done until you've tested it. Make a call out. Have someone call you in. Check that your number shows up right on their caller ID. And confirm your 911 address is correct — and, if your provider allows it, dial 933 to hear the registered address read back to you.

- Plug your phone into the jack on the modem and listen for a dial tone.
- Call out, then have a friend call you in, to test both directions.
- Confirm your number shows correctly on the other end's caller ID.
- Check your 911 registered address; dial 933 if your provider offers it.

GOOD TO KNOW

If a technician is coming, be home, clear a path to the modem, and have your phone handy so you can test before they leave. If that feels like a lot, I'm glad to be there for the appointment with you.

16. Don't Forget Your Medical Alert and Alarm

These can quietly stop working on a cable phone.

Here's the one that catches people, and it's important. A lot of older medical alert pendants and home security or fire alarm panels were built to dial out over a copper landline. Moving to a cable phone can cause those devices to fail quietly — the button gets pushed or the alarm trips, but the signal never reaches the monitoring center, or arrives garbled.

So before you switch, call your medical alert company and your alarm company and tell them you're moving to cable phone. They'll tell you whether your equipment works, or whether you need a cellular version that doesn't lean on the phone line at all. After the switch, test the system — most companies have a test mode for exactly this — so you know it truly reaches help.

WATCH OUT

Do not assume your medical alert or alarm “just works” on a cable phone. A keypad beep or a pendant light does not prove the signal reached the monitoring center. Call those companies and test it. This is too important to guess.

17. Comparing Cable Phone to the Other Options

So you know where it fits.

Cable phone is one of several honest choices, not the only one, and I'd be doing you a disservice if I pretended otherwise. Here's how it stacks up against the main alternatives, in plain terms.

- Versus a standalone VoIP box (Ooma, Vonage): cable is simpler to set up and all on one bill, but a buy-once box can be cheaper month to month.
- Versus a cellular home base: cable needs your internet and power; a cellular base runs on a cell signal with its own battery and no internet.
- Versus keeping copper: cable is on a modern line that'll be supported for years; copper is on borrowed time but powers itself in an outage.

The cable phone wins on simplicity when you're already a cable internet customer. If you're not, or your internet is spotty, one of the others may fit you better. There's no single right answer — only the one that fits your home.

GOOD TO KNOW

If you're not sure which path fits, that's genuinely fine. I can look at your bill, your internet, and your signal, and give you a straight recommendation with no sales pitch, because I'm not selling you a phone company.

18. Reading Your Cable Bill

Where the money actually goes.

Cable bills are famously hard to read, and the phone line is often buried in a bundle where you can't quite see what it costs on its own. That's by design. But you can still get your arms around it with a little patience.

- 1 Find the true all-in total at the bottom, taxes and fees included.
- 2 Look for any line that mentions phone, voice, or digital voice.
- 3 Note which charges are promotional and when the promotion ends.
- 4 Compare that all-in total to what you'd pay for phone, internet, and TV separately.

Prices change constantly, so I'm not going to print numbers that'll be stale by next season. The honest move is to check the provider's current pricing for your area, or let me pull the real figures for your situation on a visit, so you're comparing apples to apples.

WATCH OUT

Taxes and fees on a phone line add up to a few dollars a month that the advertised price never mentions. Always ask for the all-in number, not the headline number.

19. The Yearly Price Check

A simple habit that keeps the bill honest.

Because cable prices climb when promotions end, the single best habit you can build is a yearly price check. Once a year — pick a date you'll remember, like a birthday — look at your bill and ask whether the price has jumped. If it has, a phone call to the cable company often gets you a new promotional rate just by asking.

Cable companies would rather keep you than lose you, so a polite call — “My promotion ended and the bill went up; what can you do for me?” — frequently works. It's not rude to ask. It's expected. People who never call are the ones who quietly pay the most.

TIP

If calling the cable company to haggle isn't your idea of a good afternoon, I can help you review the bill and figure out what to ask for before you pick up the phone.

20. Voicemail and Caller ID Setup

The familiar features, on the new service.

The everyday features come right along, but where you set them up changes a little. Instead of a code dialed into the old phone company's system, cable voicemail and settings usually live on a simple web page or a phone app — or you can just ask the cable company to turn everything on for you during setup.

Some cable plans add nice touches: they'll email you a voicemail so you can listen on your computer, or even type the message out so you can read it. If you have trouble hearing on the phone, that reading feature is a small blessing. None of it is required, though — you can keep things exactly as simple as you like.

GOOD TO KNOW

If setting up voicemail on a web page sounds like a headache, it's a two-minute job for me on a visit, and I'll write the steps down so you can change your greeting later.

21. Cutting Down on Junk Calls

What the cable company can and can't do.

Junk calls are the plague of every home phone, and the cable phone is no exception. The good news is the cable companies offer some free spam-call labeling that flags likely junk right on your caller ID, so you can let those ring through to voicemail. Ask whether your plan includes a call-filter feature, and have them turn it on.

No single tool stops every junk call, so the smart move is to stack a few free defenses: the spam labeling, adding your number to the national Do Not Call registry, and the simplest habit of all — if you don't recognize the number, let it go to voicemail. A real caller leaves a message; most junk callers don't.

TIP

Many cordless phones have a block button that silences a specific number for good. Between that, the cable company's spam filter, and letting unknowns go to voicemail, you can quiet things down a lot. I can set all three up in one visit.

22. If Your Internet Goes Out a Lot

Cable phone is only as steady as your cable internet.

Here's an honest caution. Because the cable phone rides on your cable internet, the phone is exactly as reliable as that internet. If your cable service drops out often — and in some stretches of the county it does — your phone will drop with it. A battery backup covers a power outage, but it can't fix an internet outage coming from the cable company's end.

If your cable internet is genuinely flaky, that's worth weighing before you put your home phone on it. A cellular home base, which runs on a cell signal instead, might be steadier for you. Or it might be worth getting the internet problem fixed first. Either way, don't put your lifeline on a line that keeps dropping without thinking it through.

WATCH OUT

If your cable internet drops out regularly and you rely on the phone for emergencies, tell me before you commit. We'll make sure you've got a dependable way to reach help that doesn't vanish every time the cable hiccups.

23. Snowbirds and Travel

The cable phone mostly stays home.

Unlike a little standalone VoIP box or a cellular base, a cable phone is tied to the cable company's service at your house. It isn't something you pack up and take to Florida for the winter. If you spend part of the year away, that's worth knowing — the cable phone is a stay-at-home option by nature.

If traveling with your home number matters to you, a portable VoIP adapter or a cellular home base suits that better, because your number rings wherever you plug the box in. And if you do travel with such a box, remember to keep its 911 registered address matched to where you actually are — but that's a topic for the VoIP and 911 guides.

GOOD TO KNOW

If you're a snowbird, a cellular home base or a portable VoIP box may fit your life better than a cable phone. Tell me how you spend your year and I'll point you at the option that travels with you.

24. Common Mistakes I See

The slip-ups that cause the headaches.

After helping a lot of people through this, the same few mistakes come up again and again. None of them are your fault — the cable companies don't exactly make things clear — but knowing them ahead of time saves a lot of grief.

- Signing up for the promo price without asking the regular price — then getting a shock a year later.
- Skipping the battery backup, then being surprised the phone is dead in a storm.
- Cancelling the old line before the number moves — the number can be lost for good.
- Assuming the medical alert or alarm still works — it may not. Test it.
- Dropping cable TV without checking what happens to the bundled phone.

WATCH OUT

If a salesperson pressures you to decide right now to “lock in” a price, that pressure itself is the warning sign. A real deal can wait a day while you think it over and ask a trusted person.

25. Telling Your Family What You Chose

So the people who help you are in the loop.

A lot of the calls I get about home phone actually come from adult kids helping a parent from out of town. If that's your situation — on either end — it's worth writing down a few things so everyone knows how the phone works now.

- That the phone is now through the cable company, and the account details.
- Whether there's a battery backup, and roughly how long it lasts.
- That the medical alert and alarm were checked and tested on the new line.
- The best backup way to reach the person if the cable phone is down — usually a cell number.

It sounds fussy, but when a storm knocks the power out, the family member two states away will be awfully glad they know whether the phone still works and how else to reach their loved one.

26. Questions I Get All the Time

Quick, plain answers.

Do I need cable TV to get the phone? No — you can have cable internet and phone without TV. A bundle may be cheaper, but it's not required.

Will my phone number change? Almost never — you keep it by porting, as long as you don't cancel the old line first.

Is the cable phone hard to use? No — the handset on your counter works the same. The only new thing is that it plugs into the cable modem instead of the wall.

What happens in a power outage? Without a battery backup, the phone goes dead. With one, it keeps working for a while, as long as the cable network stays up. Keep a charged cell phone either way.

GOOD TO KNOW

If your question isn't here, it's probably one I've answered a hundred times — just call and ask. There's no charge to ask a question over the phone.

27. A Few Plain Words to Know

The jargon, translated.

The cable company's paperwork is full of terms that don't mean much to normal people. Here's the short translation so nothing throws you.

- Digital voice / VoIP — your call carried over the cable internet line.
- Modem (or eMTA) — the cable box that now has a phone jack built in.
- Bundle — internet, TV, and phone sold together at one price.
- Promotional price — a low starter rate that rises when the promo ends.
- Porting — moving your phone number to the cable company.
- Battery backup — a battery that keeps the phone alive in a power outage.
- Registered location — the address the cable company sends to 911.

TIP

Keep this little list with your guide. When the cable company uses one of these words, you'll know exactly what it's talking about.

28. A Simple Switching Plan

How a move to cable phone actually goes.

If you decide the cable phone is for you, here's the order I'd follow so nothing goes dark and nobody loses a number. Take it one step at a time and it's not complicated.

- 1 Ask the cable company the regular price after the promo, and whether battery backup is included.
- 2 Sign up and tell them to PORT your existing number — give them a recent bill so the details match.
- 3 Leave your old line active. Do not cancel it yet.
- 4 Plug your phone into the modem; register your 911 address and test it (dial 933 if allowed).
- 5 Call your medical alert and alarm companies; confirm compatibility and test them.
- 6 Only after the number has moved and everything's tested, let the old line be cancelled.

GOOD TO KNOW

The number move happens on a scheduled day near the end. Your old phone keeps working the whole time, so there's no gap where you're without a line.

29. When to Just Call Me

You don't have to do any of this alone.

I wrote this guide so you'd understand what the cable phone is and feel calm choosing it. But understanding a thing and wanting to set it up yourself are two different matters, and there's no shame in handing it off. Swapping the modem, moving your number, registering 911, adding a battery, wiring the wall jacks, and testing your alarm is exactly the kind of visit I do every week.

I come to you, here in Portage County and the nearby towns. The first in-home visit is a flat ninety-nine dollars, and if a problem can be handled without a trip, I offer remote help too. If you're not completely happy with a visit, I'll make it right or refund it. That's the whole deal — no fine print.

TIP

When you call, my assistant Sophie may answer and take down the details so I can call you back — she's there so you always reach a friendly voice, not a dead end.

30. What I'd Tell My Own Neighbor

The short, honest version.

After 30+ years of professional experience helping folks with exactly this kind of change, here's the plain advice I'd give over the fence. If you already have cable internet, their phone is a simple, sensible choice — just ask the regular price after the promo, add a battery backup, and keep a charged cell phone for emergencies.

Keep your old number by porting, never cancel the old line first, and before you flip the switch, make sure your medical alert and alarm still reach help. Do those few things and the cable phone will feel just like the phone you've always had — same number, same handset, same ring you can hear from the kitchen — on a line that'll be supported for years to come.

GOOD TO KNOW

If any of this feels like a lot, that's normal. You can hand the whole thing to me — the sign-up questions, the number move, the backup, and the testing — and I'll handle it in one visit.

CHEAT SHEET**Everyday Cheat Sheet**

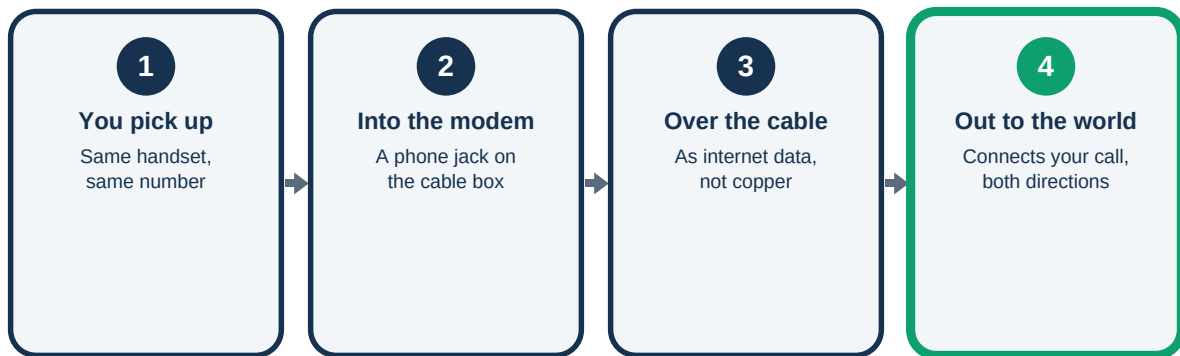
Keep this by the phone. I want to... Do this. Understand the price — ask the cable company the REGULAR monthly price after the promotion ends, taxes included, before you sign. Keep my number — have the cable company port it; never cancel the old line first. Keep working in an outage — add the battery backup, and keep a charged cell phone; the phone dies in an outage without a battery. Protect 911 — make sure your address is registered; dial 933 to test if your provider allows it. Protect my medical alert / alarm — call those companies before switching and test after. Watch the TV bundle — ask what happens to your phone and its price if you ever drop cable TV. Get help — call Bill: (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

How a Cable Home-Phone Call Travels

Your phone rides the same line as your internet



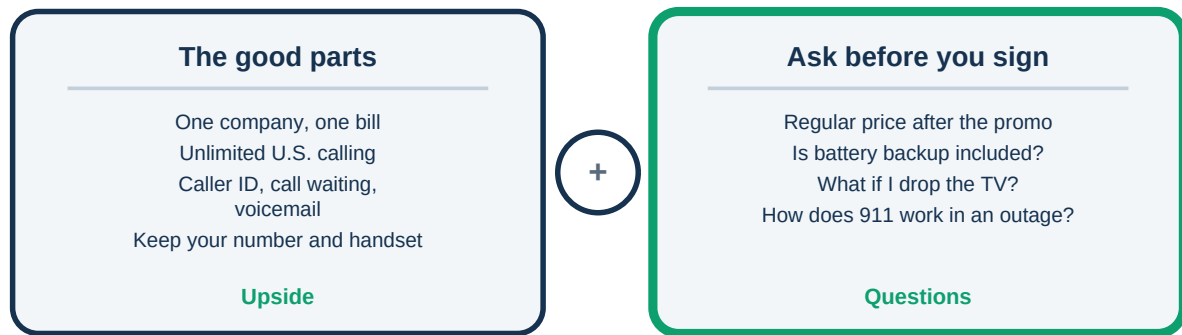
One line into the house now carries internet, TV, and your phone.

AT A GLANCE

A Second Look

Cable Home Phone at a Glance

The upside, and what to nail down first



A good fit if you already have their internet — just go in with eyes open.

Confirm current details with the provider; plans and prices change.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.