



**Vonage.com “Support”  
Site Map & Wireframes – Revised**

*Prepared for:*  
**VONAGE**

*November 15, 2007*

# Categories, Topics, and Sub-Topics

## VONAGE.COM “SUPPORT”

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### Vonage Support

#### Categories, Topics and Sub-topics

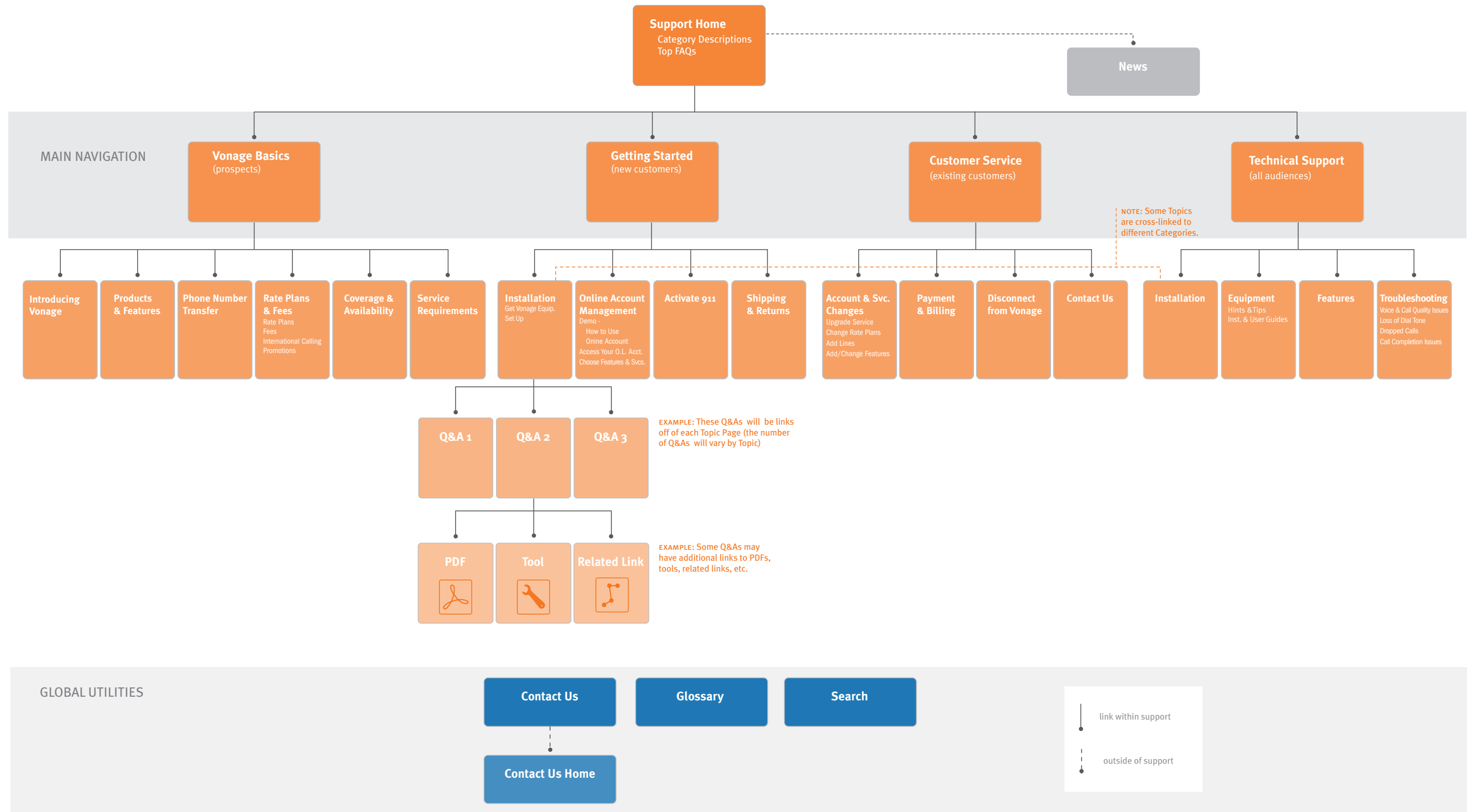
- **Vonage Basics (Prospects)**
  - Introducing Vonage
  - Products & Features
  - Phone Number Transfer
  - Rate Plans & Fees
    - > Rate Plans
    - > Fees
    - > International Calling
    - > Promotions
  - Coverage & Availability
  - Service Requirements
- **Getting Started (New Customers)**
  - Installation
  - Online Account Management
  - 911 Dialing
  - Shipping & Returns
- **Customer Service (Existing Customers)**
  - Account & Service Changes
    - > Account Changes
    - > Change Rate Plans
    - > Add Lines
    - > Add/Change Features
  - Payment & Billing
  - Disconnect from Vonage
  - Contact Us
- **Technical Support (All Audiences)**
  - Installation
  - Equipment
    - > Hints & Tips
    - > Instructions & User Guides
    - > Troubleshooting
  - Features
  - Troubleshooting
    - > Voice & Call Quality Issues
    - > Call Completion Issues



# SITE MAP

## VONAGE.COM "SUPPORT"

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### Support Home

VONAGE.COM GLOBAL NAVIGATION

<ul style="list-style-type: none"><li>▶ <b><u>VONAGE BASICS</u></b></li><li>▶ <b><u>GETTING STARTED</u></b></li><li>▶ <b><u>CUSTOMER SERVICE</u></b></li><li>▶ <b><u>TECHNICAL SUPPORT</u></b></li></ul> <p><a href="#">Contact Us</a></p> <p><a href="#">Glossary</a></p> <p><a href="#">Search</a></p>	<p><b>Vonage Basics</b> - description of what you can find under Vonage Basics</p> <p><b>Getting Started</b> - description of what you can find under Getting Started</p> <p><b>Customer Service</b> - information about what you can find under Customer Service</p> <p><b>Technical Support</b> - information about what you can find under Technical Support</p>	<p>TOP FAQs</p> <ol style="list-style-type: none"><li>1. <a href="#">FAQ #1</a></li><li>2. <a href="#">FAQ #2</a></li><li>3. <a href="#">FAQ #3</a></li><li>4. <a href="#">FAQ #4</a></li><li>5. <a href="#">FAQ #5</a></li></ol> <p>TOP HEADLINES</p> <ol style="list-style-type: none"><li>1. <a href="#">Headline #1</a></li><li>2. <a href="#">Headline #2</a></li><li>3. <a href="#">Headline #3</a></li><li>4. <a href="#">Headline #4</a></li><li>5. <a href="#">Headline #5</a></li></ol>
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- [Products & Features](#)
- [Phone Number Transfer](#)
- [Rate Plans & Fees](#)
- [Coverage & Availability](#)
- [Service Requirements](#)

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**VONAGE BASICS**

Enhanced description of what you can find under Vonage Basics. Instruction to choose topic to left or click one of the FAQs below.

**TOP VONAGE BASICS FAQs**

1. [FAQ #1](#)
2. [FAQ #2](#)
3. [FAQ #3](#)
4. [FAQ #4](#)
5. [FAQ #5](#)

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Rate Plans & Fees

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**RATE PLANS & FEES**

**Rate Plans**

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**Fees**

- [Question #1](#)
- [Question #2](#)

**International Calling**

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**Promotions**

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Question #1 \_\_\_\_\_

Answer #1 \_\_\_\_\_

close 

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<ul style="list-style-type: none"><li>▼ <b>VONAGE BASICS</b><ul style="list-style-type: none"><li><a href="#">Introducing Vonage</a></li><li><a href="#">Products &amp; Features</a></li><li><a href="#">Phone Number Transfer</a></li><li><a href="#">Rate Plans &amp; Fees</a></li><li><a href="#">Coverage &amp; Availability</a></li><li><a href="#">Service Requirements</a></li></ul></li><li>▶ <b>GETTING STARTED</b></li><li>▶ <b>CUSTOMER SERVICE</b></li><li>▶ <b>TECHNICAL SUPPORT</b></li> <li><a href="#">Contact Us</a></li><li><a href="#">Glossary</a></li><li><a href="#">Search</a></li></ul>	<p><b>RATE PLANS &amp; FEES</b></p> <p><b>Rate Plans</b></p> <ul style="list-style-type: none"><li><a href="#">Question #1</a></li><li><a href="#">Question #2</a></li></ul> <p><b>Fees</b></p> <ul style="list-style-type: none"><li><a href="#">Question #1</a></li><li><a href="#">Question #2</a></li></ul> <p><b>International Calling</b></p> <ul style="list-style-type: none"><li><a href="#">Question #1</a></li><li><a href="#">Question #2</a></li></ul> <p><b>Promotions</b></p> <ul style="list-style-type: none"><li><a href="#">Question #1</a></li><li><a href="#">Question #2</a></li></ul>
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*thank you*

