

Southeast Florida & the Caribbean

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BBB BUSINESS REVIEW

What is a BBB Business Review?

BBB ACCREDITED BUSINESS SINCE 03/17/2009

MagicJack LP

Phone: (800) 624-4252

Fax: (561) 586-2328

[View Additional Phone Numbers](#)

PO Box 6785, West Palm Beach, FL 33405-6785

bbb@magicjack.com

www.magicjack.com



On a scale of A+ to F

Reason for Rating
BBB Ratings System
Overview

BBB Business Reviews may not be reproduced for sales or promotional purposes.

BBB Accreditation

A BBB Accredited Business since 03/17/2009

BBB has determined that MagicJack LP meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses pay a fee for accreditation review/monitoring and for support of BBB services to the public.

BBB accreditation does not mean that the business' products or services have been evaluated or endorsed by BBB, or that BBB has made a determination as to the business' product quality or competency in performing services.

Reason for Rating

BBB rating is based on 13 factors. Get the details about the factors considered.

Factors that *lowered* MagicJack LP's rating include:

2210 complaints filed against business

Factors that *raised* MagicJack LP's rating include:

Length of time business has been operating.
Response to 2210 complaint(s) filed against business.
Resolution of complaint(s) filed against business.

In 2013, BBB noted a surge in complaints regarding magicJack,LP primarily based on issues that consumers reported when transitioning from the magicJack Standard account to the magicJack PLUS account. A followup review by BBB indicates that beginning in May, 2014 complaints began to decline significantly.

Leadership from magicJack LP provided the following statement regarding the decline in complaints: "We made a substantial investment to improve customer satisfaction in January 2014. magicJack implemented a voice interactive response (IVR) telephone platform to improve our voice care, improved sales and billing support by posting contact telephone numbers on the company's website, initiated a formal escalation process in our customer care centers, and published additional email addresses, opening several additional avenues for consumers to obtain assistance. As a result, we successfully reduced 2014 BBB complaint volumes by 40% over 2013. We are currently on track to reduce 2015 complaints by 50% over 2014."

Customer Complaints Summary

[Read complaint details](#)

2204 complaints closed with BBB in last 3 years | 280 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	327
Billing / Collection Issues	354
Delivery Issues	41
Guarantee / Warranty Issues	52
Other	1
Problems with Product / Service	1429
Total Closed Complaints	2204

Customer Reviews Summary

[Read customer reviews](#)

19 Customer Reviews Customer Reviews on MagicJack LP

Customer Experience	Total Customer Reviews
Positive Experience	1
Neutral Experience	0
Negative Experience	18
Total Customer Reviews	19 Customer Reviews

Government Actions

BBB knows of no government actions involving the marketplace conduct of MagicJack LP.

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning MagicJack LP's advertising at this time.

What is BBB Advertising Review?

Additional Information

BBB file opened: 08/21/2007
Business started: 04/30/2007

Licensing, Bonding or Registration

This company is in an industry that may require licensing, bonding or registration in order to lawfully do business. BBB encourages you to check with the appropriate agency to be certain any requirements are currently being met.

These agencies may include:

Palm Beach Tax Collector
PO Box 3715 301 N. Oliver Ave, 3rd Flr
West Palm Beach, FL 33402-3715
(561) 355-2264
<http://www.co.palm-beach.fl.us>

BBB records show a license number of 201362380 for this company, issued by Palm Beach Tax Collector. Their web address is <http://www.co.palm-beach.fl.us>.

Check License Status:
<http://pbctax.manatron.com/Tabs/BusinessTax/AccountDetail.aspx?p=201362380&a=2629984>

Please note that governmental licensing information may not be current.

Type of Entity

Partnership

Business Management

Danilo Cruz (Controller)
Ms. Megan Duffy (Customer Care & Collections Manager)
Mr. Jose Gordo (CFO)
magicJack LP and VocalTec Communications, LTD's holding companies have the same principal, Peter Russo.

Contact Information

Ms. Mary Kennon (VP Customer Experience)

Business Category

Telephone Equipment & Systems Dealers, VOIP (Voice Over Internet Protocol) Sales & Service

Alternate Business Names

Magic Jack

As a matter of policy, BBB does not endorse any product, service or business.

BBB Business Reviews are provided solely to assist you in exercising your own best judgment. Information in this BBB Business Review is believed reliable but not guaranteed as to accuracy.

BBB Business Reviews generally cover a three-year reporting period. BBB Business Reviews are subject to change at any time.

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