

Voice Over IP

Voice over IP, or VoIP..... Curious about what all the hype is about?

VoIP is a digital telecommunications system that is becoming increasingly more available. VoIP uses the internet to transmit your voice digitally to anywhere in the world. This meaning that the system is using none or very little of the PSTN (Public Switched Telephone Network) and therefore incurs a less or no charge.

Do you make a lot of STD, interstate or international phone calls? If so, VoIP may be for you.

VoIP can be added to your existing infrastructure relatively seamlessly and painlessly. There are then multiple options you can implement to make use of this facility. You can have phones on your desk that look and feel like the phones we are all used to or you can have handset running through your PC with a software dialer. Various types of headsets will also work with this type of connection, both corded and cordless. You can also have a combination of both.

VoIP hardware converts your voice in to digital data that is then sent over the internet and therefore not using your existing phone lines. If the receiver of the call is also operating on VoIP then the call comes in through their internet connection and incurs a nominal fee no matter where in the world they are. If the receiver is not on VoIP and uses the standard PSTN system then the digital data gets as close as it can to the receiver via the internet before it switches to the PSTN system and transfers to the normal phone. Therefore you are only charged the local phone call rate from the switching point to the receiver.

What about for your customers or onsite staff calling back to the office? Well, if you have a base of people interstate for example you can setup a phone number that is local to them that they can dial from their ordinary phone, this is then switched to the VoIP system at that local point and transferred to you via the internet. This therefore making it a local call charge for them.

The summary of all of this is that VoIP maybe able to save you a lot of money on international and / or interstate calls. There are various carriers for VoIP services all offering different solutions. Interested in cutting your phone bill, why not give us a call and we can discuss these options with you.

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