VoIP (Voice Over Internet Protocol) â?? Using The Internet To Make Voice Calls

Description

VoIP (Voice Over Internet Protocol) â?? Using The Internet To Make Voice Calls

VoIP (Voice over Internet Protocol) allows you to make and receive voice calls using an internet connection instead of traditional landlines or mobile networks. Just like a home phone, VoIP enables you to call any landline or mobile number.

There are three types of VoIP. This page focuses on type 1, Home phone via internet.

- - **VoIP type**

    - Home phone via internet
    - Software apps
    - Business systems

  - **Description**

    - Use a phone handset over an internet connection to make/receive calls.
    - Use software on computers or phones for voice/video calls over the internet.
    - Internet-based phone systems with interconnected lines and special equipment.

  - **Setup requirements**

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- Compatible VoIP handset + home phone and internet plan with your chosen Retail Service Provider (RSP).
- Install software or app to your device from either the App Store or program website. (e.g. Teams, Zoom). Find out more about video conferencing here.
- Specialist hardware. For business VoIP solutions speak to a VoIP service provider.

VoIP data use and costs

VoIP calls use your internet data. As most voice calls use small packets of data, they shouldnâ??t heavily impact your monthly data allowance. You may be charged for calls to 13/1300 numbers or international destinations, depending on your provider. You may also require additional equipment.

Additional information

- Consider if a backup power source is needed. If there is a power outage in your area, your VoIP service will not work.
- If you use medical alarms, faxes or priority assistance services, you will need to confirm with your RSP and the provider of your alarm, fax or assistance service, that it will work with VoIP. If you are using VoIP via satellite internet, you may experience delays and variable call quality due to the distance the signal must travel.
- Factors such as congestion on your network, poor speeds, the quality of your internet service, and the distance from the router/modem may impact call reliability and performance.
- VoIP services can support 000 calls, but you may need to register your address with your RSP. Keep in mind that your location may not be automatically shared with emergency services like it is with a traditional landline or mobile phone.
- Telstraâ??s MessageBank service is only available to Telstra customers using Telstra-supplied internet and phone services. Other VoIP providers offer their own voicemail services, which may have different features.

Video conferencing: The basics

How to choose the best internet or phone provider and plan

Choosing the right internet technology

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