

We often get asked this question as there is a perception that VoIP means you get a big lag (delay) in speech or it sounds like you are talking in a tin. We often also get asked if the phones will often not work because it relies on an Internet connection.

Whilst that may be the case on some VoIP networks, it is not something that is tolerated on ours. Lets take each concern one by one:

### **Reliability**

VoIP relies on a stable Internet connection to continue functioning. These days DSL connections are a lot more stable than they were a few years ago so you should be able to get a 99.99 % uptime and no intermittent drops in your Internet connection. In our experience, if you are not getting this level of stability then it is easily fixed by: 1) Changing your Router or 2) Changing your ISP

### **Call Quality**

If you have a reliable Internet connection and sufficient bandwidth available to run your VoIP phones then you shouldn't notice any difference in the audio quality of your calls. In fact you can only get High Definition audio on VoIP calls which means that it is currently the only telecommunications medium that can offer superior call quality - something that is not available on traditional landlines or mobile phones

### **What to do if you have problems**

If you are having any problems with call quality then feel free to contact us. We're happy to offer advice and input to our customers even if your broadband is not supplied by us. As an absolute minimum you should at least experience a level of reliability and call quality that is around the same as a good mobile phone connection or normal landline. In otherwords, the occasional blip may be tolerated, but not ongoing problems.

