



# VoIP information sheet

## What is VoIP?

VoIP is an acronym for "Voice Over Internet Protocol". This is a way for anyone who has broadband internet to make voice phone calls over the internet instead of using a land-based phone line.

## How a VoIP service works

A VoIP phone service allows you to make phone calls from a computer, a VoIP phone or a regular phone with a VoIP adaptor to another phone or computer. The phone call and your voice are turned into digital signals that are sent through the internet. If calling a regular phone, they are turned into a regular phone signal on the other end.

## What VoIP equipment do you need?

VoIP requires a high speed internet connection, (ADSL, ADSL2 or SHDSL), a VoIP adaptor or a VoIP enabled telephone. To use VoIP over a computer, you will also need a microphone headset. The VoIP phones and adapters plug into a user's internet connection and work like a normal phone. Some VoIP programs are different, as some (like Skype) will only work on a computer, and some (like Talkswitch) will work on telephones and computers.

The number of lines (or concurrent conversations) you can have on a VoIP phone system is limited only by the type of phone system you have and the number of VoIP trunks (lines) enabled on it. However, the beauty of VoIP is that (on some plans) you can pay no monthly VoIP service fee, no matter how many lines (or VoIP trunks) you have enabled on your VoIP phone system. For example, at 5 Star Networks, we are charged a monthly fee of \$6.32 for our 'in-dial' number from our VoIP provider. We can have up to 64+ extensions and our monthly subscription fee will remain the same. For the first time in telecommunications history, the public has the opportunity to circumvent the expensive costs of line rental.



## VoIP considerations

If there is a power outage, your VoIP phone will not work. But the same often happens with regular everyday digital phone systems. This issue can be rectified by installing a UPS (uninterruptible power supply). Some businesses also retain at least one analogue land-line phone for emergencies. This can be plugged into a fax line (if the fax does not use VoIP).

If there is high usage of your internet connection, some people may experience call 'drop-outs' or a reduction in voice quality when using VoIP. This can often be resolved by prioritising voice calls over data, on your internet line. If however, you find voice quality to still be an issue, we recommend having one internet line dedicated for voice calls and a separate internet line for normal internet and data usage.

## What are the benefits of using VoIP?

VoIP can result in huge savings over traditional land based phone lines. Traditional phone providers charge a fee per phone line in a monthly rental plan and also charge per phone call. Using VoIP, there are no set up fees and no line rental fees. You only pay a small subscription fee and per phone call at a significantly reduced rate. The table below demonstrates an example of savings between a standard business plan, traditional phone provider versus VoIP provider.

\* Rates valid as of 10 February 2011

(pm = per minute, pc = per call)	Traditional	VoIP
Mobile call connection fee	40c / pm	Free
Mobile call	35c / pm	20c / pm
Local call	32c / pm	10c / pc
National call	6-80c / pm	10c / pc
International call	75c / pm	0.3c / pm
13 number call	32c / pm	30c / pc
Setup fee	\$59	Free
Monthly fee per phone line	\$40	Free

As a further example, we attach the following extracted pages from one of our monthly VoIP bills. (For privacy reasons, phone numbers have been removed)

## 5 Star Networks Pty Ltd

Unit 3 / 11 Forge Close, Sumner, QLD 4074  
 PO Box 1026, Mt Ommaney, QLD 4074  
 Ph: 07 3123 6907 | Fax: 07 3376 4778  
 service@5starnetworks.com.au | www.5starnetworks.com.au



**5 Star Networks**  
 Your network partner



**Call Records for Service 61731236907**

Connect Time	Called Number/Service	Destination	Duration	Amount \$
01-12-2010 10:24		AU - Mobile	1:00	\$0.00
01-12-2010 10:49		AU - Mobile	1:00	\$0.00
01-12-2010 10:59		AU - Brisbane	5:01	\$0.00
01-12-2010 11:04		AU - Mobile	1:00	\$0.00
01-12-2010 11:27		AU - 13 Number	1:00	\$0.00
01-12-2010 11:31		AU - 13 Number	5:43	\$0.00
01-12-2010 11:42		AU - Mobile	1:26	\$0.00
01-12-2010 16:45		AU - Mobile	1:00	\$0.00
01-12-2010 16:49		AU - Mobile	3:58	\$0.00
02-12-2010 10:33		AU - Brisbane	3:39	\$0.00
02-12-2010 10:34		AU - Mobile	1:00	\$0.00
02-12-2010 10:40		AU - Brisbane	1:00	\$0.00
02-12-2010 10:42		AU - Mobile	1:16	\$0.00
02-12-2010 10:49		AU - Mobile	1:00	\$0.00
02-12-2010 10:52		AU - Brisbane	1:00	\$0.00
02-12-2010 13:45		AU - Mobile	1:00	\$0.00
02-12-2010 14:23		AU - Brisbane	1:00	\$0.00
02-12-2010 14:24		AU - Brisbane	1:48	\$0.00
02-12-2010 14:49		AU - Brisbane	5:45	\$0.00
02-12-2010 15:19		AU - Mobile	3:21	\$0.00
02-12-2010 15:33		AU - Brisbane	2:48	\$0.00
06-12-2010 11:26		AU - Mobile	12:30	\$0.00
06-12-2010 11:37		AU - Brisbane	1:51	\$0.00
06-12-2010 12:57		AU - Mobile	1:00	\$0.00
06-12-2010 13:13		AU - Mobile	1:00	\$0.00
06-12-2010 13:47		AU - Mobile	3:25	\$0.00
06-12-2010 14:53		AU - Sydney	8:41	\$0.00
06-12-2010 15:13		AU - 1800 Number	2:13	\$0.00
06-12-2010 15:27		AU - Mobile	1:40	\$0.00
06-12-2010 15:29		AU - Mobile	1:09	\$0.00
07-12-2010 09:47		AU - Mobile	1:00	\$0.00
07-12-2010 10:59		AU - Mobile	1:00	\$0.00
07-12-2010 11:07		AU - Mobile	7:09	\$0.98
07-12-2010 12:23		AU - Mobile	1:22	\$0.27
07-12-2010 12:33		AU - Mobile	1:00	\$0.20
07-12-2010 14:06		AU - Brisbane	1:31	\$0.10
07-12-2010 14:48		AU - 13 Number	1:00	\$0.30
07-12-2010 15:16		AU - Mobile	1:00	\$0.20
07-12-2010 15:23		AU - Mobile	3:41	\$0.74
07-12-2010 16:09		AU - Mobile	2:07	\$0.42
07-12-2010 17:54		AU - Brisbane	4:48	\$0.10
08-12-2010 08:56		AU - Queensland	1:00	\$0.10
08-12-2010 10:15		AU - 13 Number	1:13	\$0.30
08-12-2010 10:54		AU - Mobile	1:00	\$0.20

FIRST \$10  
WORTH OF CALLS  
FREE



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Connect Time	Called Number/Service	Destination	Duration	Amount \$
20-12-2010 14:11	[REDACTED]	AU - 13 Number	1:07	\$0.30
20-12-2010 14:14	[REDACTED]	AU - 13 Number	1:00	\$0.30
20-12-2010 14:30	[REDACTED]	AU - 13 Number	1:00	\$0.30
20-12-2010 14:31	[REDACTED]	AU - 13 Number	1:00	\$0.30
20-12-2010 15:54	[REDACTED]	AU - 13 Number	1:00	\$0.30
21-12-2010 08:57	[REDACTED]	AU - Brisbane	2:53	\$0.10
21-12-2010 12:08	[REDACTED]	AU - Mobile	1:15	\$0.25
21-12-2010 12:26	[REDACTED]	AU - Brisbane	5:06	\$0.10
21-12-2010 13:30	[REDACTED]	AU - Brisbane	1:36	\$0.10
21-12-2010 14:10	[REDACTED]	AU - Mobile	1:00	\$0.20
21-12-2010 14:27	[REDACTED]	AU - Brisbane	17:40	\$0.10
22-12-2010 10:34	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 10:34	[REDACTED]	AU - Mobile	1:14	\$0.25
22-12-2010 10:36	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 10:38	[REDACTED]	AU - Mobile	1:06	\$0.22
22-12-2010 10:40	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 10:43	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 10:45	[REDACTED]	AU - Mobile	1:43	\$0.34
22-12-2010 10:57	[REDACTED]	AU - Mobile	5:25	\$1.08
22-12-2010 11:15	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 11:15	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 11:15	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 11:16	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 11:16	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 11:27	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 11:34	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 11:38	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 13:35	[REDACTED]	AU - Brisbane	1:00	\$0.10
22-12-2010 13:37	[REDACTED]	AU - Mobile	3:09	\$0.63
22-12-2010 14:35	[REDACTED]	AU - Mobile	1:00	\$0.20
22-12-2010 15:40	[REDACTED]	AU - Brisbane	1:41	\$0.10
22-12-2010 16:57	[REDACTED]	AU - Melbourne	1:00	\$0.10
22-12-2010 17:21	[REDACTED]	AU - 13 Number	1:00	\$0.30
22-12-2010 17:22	[REDACTED]	AU - 13 Number	1:00	\$0.30
22-12-2010 17:27	[REDACTED]	AU - Mobile	1:00	\$0.20
23-12-2010 09:16	[REDACTED]	AU - Mobile	1:00	\$0.20
23-12-2010 10:38	[REDACTED]	AU - 13 Number	1:00	\$0.30
23-12-2010 11:21	[REDACTED]	AU - 13 Number	1:00	\$0.30
23-12-2010 11:33	[REDACTED]	AU - 13 Number	1:31	\$0.30
23-12-2010 11:35	[REDACTED]	AU - 13 Number	104:22	\$0.30
23-12-2010 15:15	[REDACTED]	AU - Mobile	1:00	\$0.20
23-12-2010 15:38	[REDACTED]	AU - Mobile	1:21	\$0.27
24-12-2010 09:04	[REDACTED]	AU - Mobile	1:00	\$0.20
24-12-2010 12:43	[REDACTED]	AU - Mobile	1:00	\$0.20
30-12-2010 14:37	[REDACTED]	AU - Brisbane	1:00	\$0.10