

## Voice over Internet Protocol (VoIP) Service Advisory

There are many benefits to using VoIP phone service, including the significant cost savings compared to traditional business phone service and the many features not available with traditional phone systems. VoIP uses your IP data connection and transmits your voice calls over this data network using data packets. If your data connection is not working for some reason, your voice service may also not work during that time. If you are a big data/video user, you may create congestion on this data connection that may also affect your audio quality. This is not uncommon on 'best effort' or low speed data connections like DSL and Cable Broadband where audio traffic is not prioritized over other data traffic.

VoIP over DSL or Cable Broadband is considered a best effort service. If other applications cause congestion on the data connection, audio quality may be affected. Symptoms of this may include partially missing audio or audio 'break up' during your conversation. In the most extreme cases of congestion, the audio may be incomprehensible or the call may be dropped completely.

We have many customers enjoying the benefits of VoIP over these less expensive, 'best effort' data connections and most customers may never experience these issues or are unconcerned with the occasional audio quality issue that may make their VoIP phone service periodically sound closer to cellular phone service. We generally do not recommend using a best effort data service to provide VoIP service, especially for customers who do not want to risk a possible degradation in voice quality, but we fully understand the benefits and cost savings of running VoIP over a best effort data connection. Velocity Telephone offers many data connection alternatives for customers who want or need their audio prioritized, such as an IP T1 and other Fiber based solutions.

One other item for consideration when choosing a best effort Internet connection to operate your VoIP over is the service level agreement associated with that connection. For DSL and cable, the repair times are not guaranteed or protected by a service level agreement, whereas a T1 or a fiber based connection will carry a higher service level agreement with guaranteed repair times.



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