

# TOP 5 MYTHS AND REALITIES OF A VoIP SYSTEM

## MYTH #1

VoIP service is expensive and difficult to set up



## REALITY

Most VoIP users experience lower monthly rate. On average, our VoIP specialists save customers 30% off their monthly bills. In addition, a hosted VoIP system has little upfront costs and no need to have IT staff on site, since most of the necessary equipment/ maintenance is provided by the service provider.

## MYTH #2

I will have to put up with poor call quality or interruptions



## REALITY

With proper setup and equipment, your VoIP system can deliver high quality calls just like your landline. Make sure you have enough bandwidth and network speed with suitable phones, headsets, and microphone to generate high call quality.

## MYTH #3

I can't keep my old phone number if I switch to a VoIP system.



## REALITY

It depends on whether your VoIP service provider offers this service. In most cases, you can keep your existing PSTN phone number for VoIP. You can consult your service provider before you switch.

## MYTH #4

I will lose VoIP network when the power goes down



## REALITY

If you have a Backup Power Supply (UPS) ready for all the required elements, your VoIP network will stay up running even during a power outage. It's only if your internet service provider experiences a power outage that your VoIP network could go down. If that is the case, you can keep your landline service available for emergency calls.

## MYTH #5

VoIP is not secure



## REALITY

Similar to your computer network, a VoIP system may be exposed to malicious IP activities. Therefore we recommend Session Border Controllers (SBCs) and firewalls to help control and screen network data to prevent VoIP traffic overload and stop suspicious activities from entering your VoIP system. With proper precaution, your VoIP system is secure.