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What is VoIP and is the West Coast ready for it?

VoIP means Voice over Internet Protocol. It is quite simply running your phone through your internet connection. Here at Cuffs we have moved to this, gained an extra line and virtually halved our phone bill.

To set up VoIP it is advisable to have either a VDSL connection or the new ultra-fast broadband delivered through fibre. VDSL means Very High-Speed Digital Subscriber Line and is a very high speed broadband delivered over the copper network. The new ultra-fast broadband fibre network is currently being installed in Greymouth and may follow in Hokitika and Westport. To check if you can get either of these options in your location, go to your current service provider's website and search the broadband options. Next type in your address and the options available will come up. Alternatively, you could ask your telecommunications system provider to do this. They will also be able to help you determine the best package and, once you have decided, will then undertake the installation of you.

If you are considering setting up VoIP, our advice is:

1. Be prepared for some initial teething problems as you change systems.
2. Don't purchase the lowest cost hardware. We did and had all sorts of issues. We then upgraded and are now pretty much problem free.

The switch for us has been very beneficial in terms of cost and additional features. While each business is different, we believe now is a good time to consider this change.

