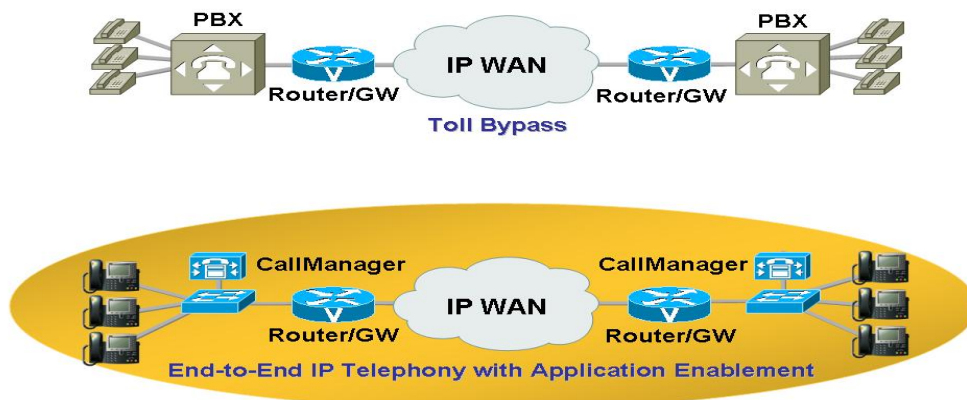


What is VoIP?

VoIP stands for Voice over Internet Protocol, it is about the transmission of a telephone call over a computer network as opposed to a telecommunications network. In the early days, the drivers to adopt VoIP were defined in terms of cost savings over expensive telecommunications tariff rates.

Toll Bypass & IP Telephony



The cost savings tended to more than offset the costs to invest in the data network to ensure it was capable of supporting time sensitive traffic such as VoIP and to integrate the existing PABX (enterprise telephone exchange) and POTS (plain old telephones). In addition to the technology there were other issues to overcome such as supporting telephone calls when the computer network is "down", especially for emergency calls and also organisational issues such as who is best placed to manage and administer telephone calls. Traditionally telephony tended to be managed by telecoms staff, whilst data was managed by dedicated IT teams. A key challenge is how to bring these groups together to deliver a converged solution that will be successfully delivered without impacting on the current data & telephony service or the business as a whole.

The main drivers for VoIP are no longer based solely on cost savings but also on the opportunity to enable VoIP and other similar applications such as Video (that uses the VoIP infrastructure) to create value added services or new business models and processes to streamline business costs or take advantage of new market opportunities in a cost effective way. VoIP and other similar applications are a new range of real time applications and services that reduce time and cost barriers not only to communicate but also to collaborate.

A new range of applications are appearing that fuse together VoIP and Video with shared applications such as instant messaging, presence and whiteboards to make it easier to contact the right people.



For more information about VoIP please email realtimecomms@aarnet.edu.au