



VoIP Dedicated Channel Option

Your service package includes the VOIP dedicated channel option.

What is the Satellite Internet VOIP option?

You can use any VOIP (Voice Over IP) provider (such as Skype) with the standard service but as with any internet service it will affect your data allowance. Our VOIP option sets up a separate, dedicated VOIP data channel that doesn't affect data allowance and gives the VOIP traffic top priority for enhanced call quality.

We don't provide the VOIP telephony part, VOIP calls are provided by your VOIP Telephony provider and you pay them.

Due to the special way the VOIP service must be configured to work with the dedicated VOIP channel our providers have partnered with a sole VOIP provider called Freespeech (www.freespeech.co.uk) and *this is the only VOIP service supported*.

In addition to the VOIP option you will also need suitable VOIP hardware/software and an account with Freespeech.

A hardware VOIP telephone or an ATA (analogue telephone adapter) can be connected via ethernet to the spare socket on router if required.

Using other VOIP Providers

We cannot provide support for providers other than Freespeech. However if you wish to try a different VOIP supplier please see the detailed specification of how the VOIP classification is performed to make sure they can meet the requirements: <http://www.ez-net.co.uk/helpcenter/voip-dedicated-channel/how-voip-classification-is-performed/>

If these requirements are not met the VOIP calls will not use the dedicated VOIP channel and will be included in your data allowance and have normal IP priority.

Skype

Unfortunately Skype traffic can't be identified as standard VOIP traffic and cannot be configured to use the required codec. Skype will work but it won't get the benefit of the top priority channel and the data consumed will count against your normal data allowance.