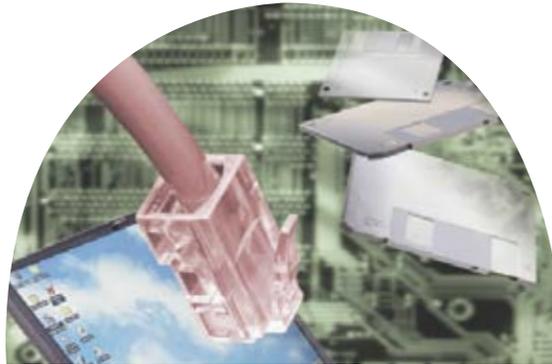


## What is VoIP?

Voice over Internet Protocol (VoIP) is a service which allows you to make phone calls through the Internet. This service is relatively new and is becoming more popular because it may be cheaper to use when making long distance and international phone calls.

VoIP converts the voice signal from a phone into a digital signal and if you are calling a regular phone, the signal will be converted back to a regular phone signal at the other end of the call.

Use this brochure as a general guide for VoIP service but be sure to get all the details from whatever company you are signing up with.



## What do you need for VoIP?

You must have broadband Internet service, such as DSL or cable modem service. Depending on the type of service you subscribe to, you may need a computer, modem, a special VoIP phone, an adapter for your phone, or you may not need any special equipment.

## What do you need to know about using VoIP?

- VoIP relies on electrical current and it may not work if there is a power failure. Ask the company if it provides a back-up battery and how long that will last if there is a power outage.

- Be sure to ask for specific information about the emergency 9-1-1 service the VoIP company provides. Some companies provide "E-911" service which lets the emergency dispatcher pinpoint where you're calling from. Other companies don't have that geographic feature with their 9-1-1 service and some don't provide 9-1-1 at all.
- The service may or may not offer directory assistance or white page directories.
- VoIP is not regulated by the CPUC. Any disputes you may have cannot be addressed by the CPUC.
- You may be able to pick an area code for your VoIP service that is different from the area code in which you live. This may be a benefit for you depending on your situation. However, people calling you from another area code may incur long distance charges even if they are located near you and vice versa.



# VoIP

## Voice over Internet Protocol

What It Is,  
What It Can Do  
for **YOU**

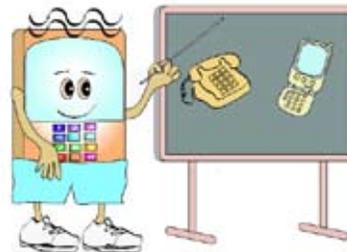


[www.calphoneinfo.com](http://www.calphoneinfo.com)  
1 (800) 649 7570 – CPUC Hotline

FOR FURTHER INFORMATION PLEASE VISIT:

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)  
[www.fcc.gov](http://www.fcc.gov)  
[www.ftc.gov](http://www.ftc.gov)

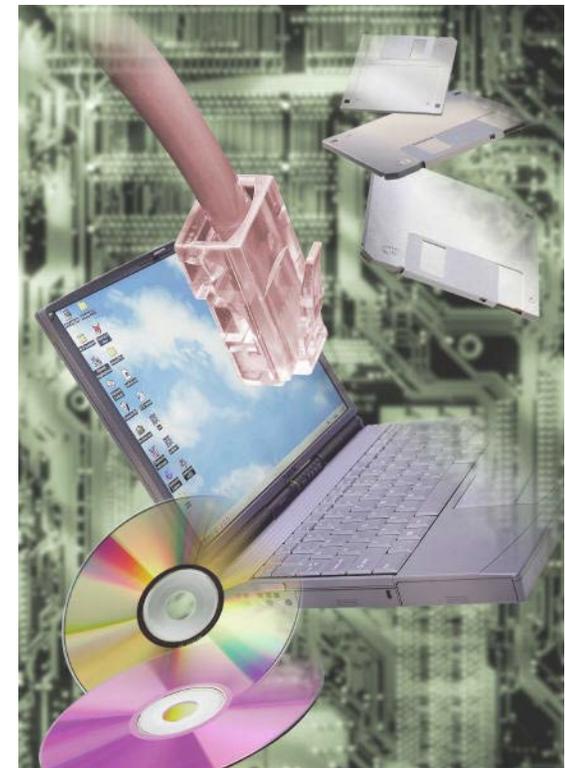
Kid Keypad © 2006 Charles Boyce • Computer Characters



"I'm Keypad Kid giving you our *Plain Talk Series* about phone services."

Although the CPUC cannot help you with problems with VoIP service, the CPUC can help you with other phone problems that you are unable to resolve. You can file a complaint at [www.calphoneinfo.com](http://www.calphoneinfo.com) or call the CPUC hotline at 1 (800) 649-7570.

VoIP



# VoIP

## Voice over Internet Protocol



Sponsored by the California Public Utilities Commission  
with assistance from telephone companies  
and community based organizations  
[www.calphoneinfo.com](http://www.calphoneinfo.com)

*Plain Talk Series*  
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