



The first two-way VoIP communication took place in December of 1974.  
The first Voice over IP application (called Speak Freely) was released as public domain in 1991.  
The first open source VoIP Private Branch Exchange (PBX) software was developed in 1999.  
With the introduction of Broadband Internet in 2004 more businesses began to turn toward VoIP solutions.

The technology behind VoIP has evolved significantly since its debut in 1974 and there are several reasons you should use VoIP as your standard telephony technology. This overview will provide some of the pros and cons of embracing this technology both at work and at home.

We are looking forward to this opportunity to work with you and to put our VoIP experience at your disposal to help you achieve your business goals.

## ***Voice over IP (VoIP) – The Advantages***

### *Cost Savings*

- VoIP uses the same wiring that your computer network uses. You don't need any additional "telephone only" phone lines when you when implement a VoIP solution or when you add or move phones
- Many standard features are included in VoIP are services that phone companies would charge additional fees for
- International calling rates are far less expensive

### *Portability*

- You can take your phone with you and use it wherever you have an Internet connection
- You can set up your phone number on multiple devices including your computer and your smartphone
- You can use your VoIP number from different locations including your office, your home and when you are travelling

### *Professionalism*

- Remote workers can call customers from your official office number instead of their personal phones
- Auto attendants, voicemail and ring groups add to your company's professional demeanor
- The seamless integration of your main office, your branch offices, employees working from home and those traveling demonstrates a strong business presence

### *Convenience*

- Easy to reach any employee extension worldwide – without cost!
- Work from home and use an office phone
- Voicemail messages can be forwarded to your email
- You can use VoIP through your 4G mobile network when you don't have direct Internet access

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### **Contact Information:**



## *Voice over IP (VoIP) – The Disadvantages*

### *Requires Internet*

- If you don't have an Internet connection, your VoIP phone won't work
- If you don't have a good Internet connection, your call quality will be diminished
- If any of your office network infrastructure (switches, routers, wireless access point) fails then your VoIP may not work
- ✓ You can use VoIP through your mobile 4G network

### *Requires Power*

- If your office experiences a power cut then your VoIP handset will not remain active
- ✓ You can use VoIP through your mobile 4G network as long as your VoIP PBX server remains up

### *Fax via VoIP Unreliable*

- Many fax machines in Japan fail to either send to or receive from a VoIP fax number
- ✓ Each office should get a dedicated fax line from the phone company

### *Emergency Services*

- Calls cannot be placed to Japan emergency services
- Physical location of VoIP phone may not correspond to the location the VoIP phone number is registered to
- ✓ Each office location should get a dedicated fax line that can also be used for emergency calls

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### **Contact Information:**