



Consumer VoIP 101



SBC COMMUNICATIONS INC.

CONSUMER VOIP OVERVIEW

SBC companies have offered Internet Protocol (IP) services to businesses since 1996, and today offer a full portfolio of IP services to meet the needs of almost any business, large or small. IP services address what is perhaps the hottest topic among CIOs today – voice and data convergence. In fact, business-class VoIP is moving into the mainstream.

However, IP for business is just the start. SBC companies will soon introduce a unified communications service that uses the power of IP to let consumers and small businesses transform their email, fax, wireless and landline services into a seamless, integrated personal communications system with a single inbox.

While some companies are offering Voice over IP, many of today's residential VoIP services still have some drawbacks. Accordingly, with the superior quality, features and low rates available for traditional phone service, consumers should take a close look at the pros and cons of residential VoIP before investing in the service and required hardware.

Price: To use most consumer VoIP telephone services, you must have a broadband Internet connection. Because the standard cost of a VoIP package (usually around \$30-40 per month) doesn't include the cost of a separate broadband connection, customers may have to add up to \$50 per month to the VoIP cost.

Power/911: Because VoIP technology today requires a separate power source and a broadband connection, some VoIP phones may not work

during power outages, and that means customers can't make emergency phone calls. In contrast, the traditional phone network is self-powered, which lets you use traditional "corded" phones during a power outage.

With some services, VoIP users must register with their VoIP service provider for 911 services for each location where they use their phone. Without E911 services, the emergency operator may not be able to find the caller.

Talk and surf simultaneously: DSL and cable modem users with traditional telephone service can talk and surf at the same time. Most VoIP users need a new piece of equipment to talk while surfing.

Current limitations: Some devices that require traditional telephone services, such as fax machines, alarm systems, personal video recorders and satellite TV units, may not function properly when used with VoIP services.

Multiple phones: Most analog telephone adapters (ATAs) used by consumer VoIP providers can handle only one telephone. Consumers who want multiple phones in their homes will need to buy additional equipment or configure a new wiring solution.

Call quality: So far, most VoIP providers can't match the reliability, features, and quality of traditional residential phone services. Users may experience poor voice reception or dropped calls.

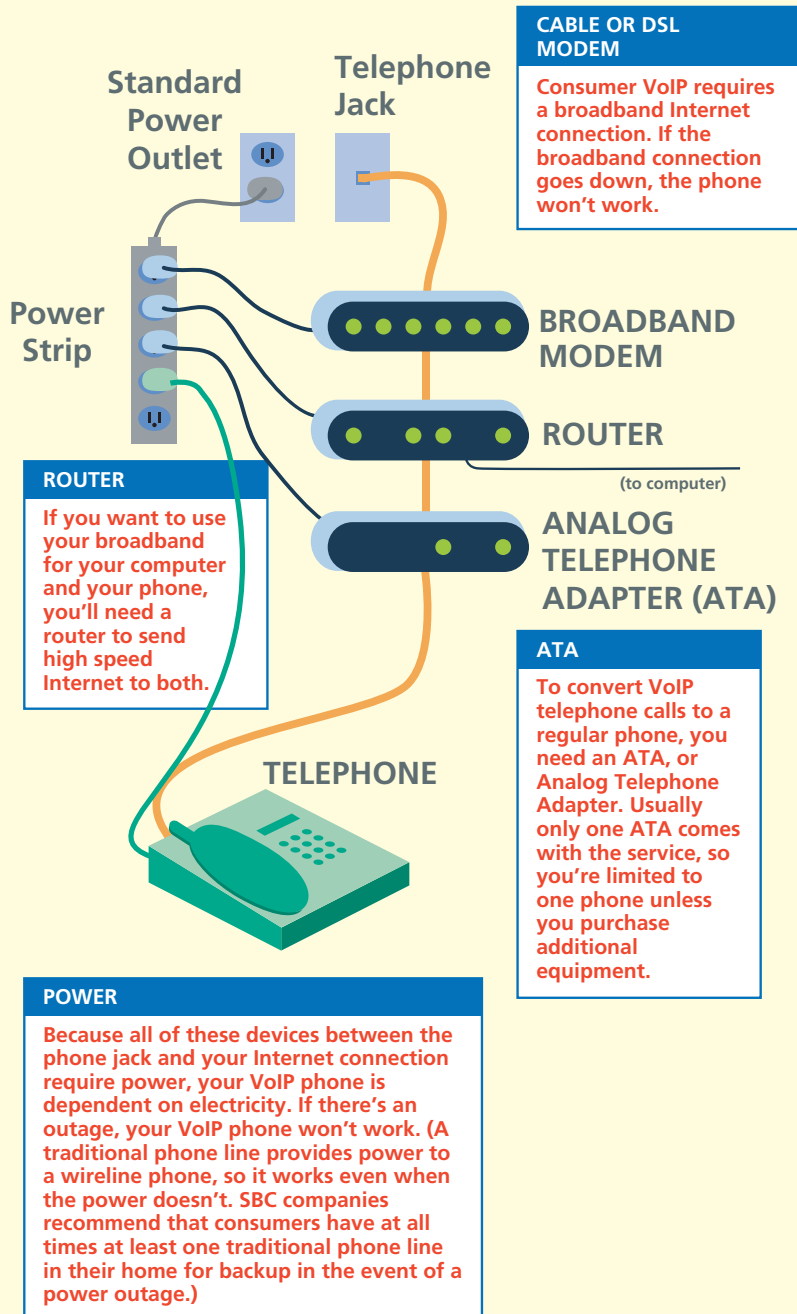


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COMPARING PHONE SETUP

Typical Consumer VoIP



Typical Traditional Phone

