VoIP

What are some of the factors affecting the VoIP Quality of Service (QoS)?

Meganet's VoIP service operates with an internet connection, so when you place a call, it is routed from the internet to the network of the recipient you're trying to reach.

When you make and receive calls, your voice is converted into many thousands of packets, and there are a number of factors that can impact your call quality.

The three most common items that can impact call quality are:

- **Latency**: This is the time it takes a packet to reach its destination. Measured in milliseconds, ideal packet transit times are generally below 150 ms. Anything greater and the call experience may be impacted negatively.
- **Jitter**: Jitter is the variation in delay of packet arrival times. This can be caused by network congestion, route changes, and other factors. Jitter greater than 30 ms could result in packets getting dropped, negatively impacting call quality.
- **Packet loss**: When packets are dropped en route to their destination (generally during times of network congestion by network routers and switches), call quality can suffer immensely.

Click the following links for more information on Latency, Jitter, and Packet loss.
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