

# NBN Phone (VoIP) FAQs



## Do I need a phone line for my NBN to work?

Previously with ADSL service, customers need to have a phone line so they can get an internet connection. With NBN, the internet is connected first and getting a phone service is optional.

## Can I keep my existing telephone number?

If you have an existing telephone number to keep, we can help you transfer and provide a Voice over IP (VoIP) service. Most phone transfers can be completed within 5-6 working days while complex porting may take 5-6 weeks depending on the complexity.

## What is VoIP?

VoIP (Voice over Internet Protocol) lets you make and receive phone calls over the internet. A VoIP system doesn't rely on traditional phone lines — everything is powered and streamlined by a broadband internet connection.

## Can I use my own BYO modem?

Absolutely! If you're bringing your own modem, you'll need to make sure it's compatible with NBN. If you want to add a VoIP service, make sure your

modem is compatible too.

## **Will there be a phone rental for my NBN service?**

No, line rental does not apply with NBN service.

## **How is SpinTel VoIP service better than the services offered by other providers?**

Our VoIP service is backed by one of Australia's top telecommunications companies. Other VoIP providers route their VoIP packets overseas or via various other low-quality routes, which affects service quality. We have invested with the big players in the market to ensure our VoIP service is top-notch.

## **If I encounter problems with my VoIP service, what should I do?**

If you are having issues with your VoIP service, you may check into these helpful [articles](#) or contact our technical support team by calling 1300 303 375 or by clicking the chat icon at the lower right of this page.

Please note that our technical support team is not always able to support all types of hardware and software configurations.

## **Which codecs does your VoIP service support?**

Currently, our VoIP service supports G.729, G.711a/u, and Opus. We recommend our customers use G.711.

## **What do I need to do to start using VoIP?**

To start using the VoIP service, all you need is an Internet connection, compatible VoIP hardware/software, and one of our VoIP plans.

## **Does the VoIP service use my monthly data download quota?**

No, as long as you have a broadband Internet service with SpinTel. If your Internet service is with another provider, VoIP will utilise both downstream and upstream data and this will affect your monthly data usage.

However, the amount of downloaded and uploaded data depends on the codec you choose. For example, G.729 uses approximately 8KB/s, while G.711u/a uses approximately 64KB/s.

## **Do I need to forward any ports on my router for VoIP?**

The VoIP ports in use are generally open by default but if you experience connection problems, then you may need to forward port 5060 for SIP and ports 16384-16482 for RTP.

For assistance on port forwarding, please refer to your device's manual or contact the manufacturer.

## **Can I use voicemail with SpinTel VoIP service?**

Yes, voicemail can be added to this service at no additional cost. This feature can be activated in the **My Account** section of our website.

## **How do I check my VoIP balance?**

You can check your VoIP usage in the **My Account** section of our website.

## **Can I use my cordless phone with the VoIP service?**

Yes, any standard phone handset will work with VoIP as long as your hardware supports it. The equipment we sell allows you to use a normal handset.

## **Do I have to have my computer turned on to use**

## **VoIP?**

No, not necessarily. You will need your computer turned on only if your VoIP service requires software stored on the computer's hard drive to operate. Most people run their VoIP service via hardware devices, such as the equipment you can buy from; in this case you don't need to have your computer turned on to use VoIP.

## **What happens if my Internet goes down? Will my VoIP phone work?**

No, your VoIP service will not work without an active Internet connection.

## **Is the sound quality of the VoIP connection as good as that of a normal phone?**

In most cases yes, but this mostly depends on the hardware being used and the quality of the Internet connection.

## **Can I make phone calls to people who do not have a VoIP phone?**

Yes, you can call any landline numbers and have the ability to call other SpinTel VoIP customers, and these phone calls are FREE! Phone calls to VoIP customers of other providers are charged at regular rates depending on the location.

## **What additional features are available with the SpinTel VoIP service?**

There are quite a few additional features available to you if you sign up for the SpinTel VoIP service. View it [here](#) for the steps on how you can manage it on your handset or in your online account.

## **What are the main benefits of using a VoIP phone?**

The main advantage of using the VoIP service is savings. Making calls via the VoIP phone is much cheaper than on a normal landline. The other advantage is convenience: you can take your VoIP number with you when you move house.

## **Why do I need to have a broadband Internet connection to use VoIP?**

VoIP at times uses a lot of bandwidth. Narrowband Internet connections such as dialup do not provide enough bandwidth to support the VoIP service without impacting quality. We recommend at least a 512/128 ADSL1 broadband Internet connection.

## **Can I use VoIP to call international numbers? If so, what are the rates?**

Yes, most certainly. Our international rates are among the most competitive in the VoIP market. With call rates starting at 5c per minute, it's definitely cheaper than what you are paying now. You can see a full list of SpinTel VoIP call rates on our [International Call Rates](#) page.

## **Can I send faxes through VoIP?**

Absolutely, you can use your SpinTel phone to send faxes.

## **What if I need to call an emergency number, e.g. 000?**

You will be able to call emergency services numbers, including 000, via VoIP. **REMEMBER:** If you call an emergency services number via VoIP, you must advise the operator of your current location.

Online URL: <https://articles.spintel.net.au/article/nbn-phone-voip-faq.html>