

# USING WHATSAPP TO MAKE CALLS OVER THE INTERNET



*VoIP (Voice over Internet Protocol) services enable you to make calls over an internet connection rather than a mobile phone network. WhatsApp is one example of this but there are many similar applications (Skype, FaceTime, Google Duo, Facebook Messenger...).*

## WHAT IS THE PURPOSE ?

Using the internet to make calls is primarily useful in helping to minimise communication costs. But it also allows you to create instant messaging groups to work through problems and share photos and videos easily (useful for awareness-raising activities and for communicating internally or with beneficiaries).



- Significant savings on call charges (particularly for international calls)
- Possible to simultaneously engage in written discussions with callers



- Requires a good internet connection
- Calls can have delays and echoes if the network connection is poor
- Only possible to call users that have the app

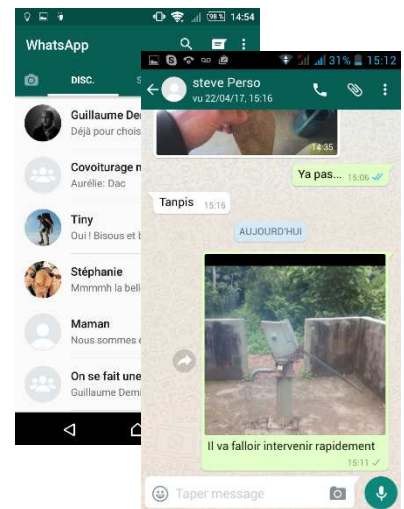
### Prerequisites

- Know the phone numbers of the people you wish to call
- Download WhatsApp using the app store associated with your mobile device (e.g. « Google Play Store » or « Apple Store »)



### HOW CAN WE DO IT?

1. Enter a phone number for verification. You can use the number of the communications officer or an administrator if you are working in teams where some members might not have their own number.
2. Search for contacts.
3. Since *WhatsApp* only works with other *WhatsApp* users, it is preferable to make *WhatsApp* part of a team or project-level communications strategy.



Comparison - VoIP and regular call charges (Ex Airtel Burkina Faso)	VoIP - Airtel Burkina data plan				Regular call charges	
	Minutes (100 MB)	Cost (CFA/min)	Minutes (1 GB)	Cost (CFA/min)	Airtel rate (Burkina-France)	Airtel rate (Burkina-Afrique)
Skype (app)	114	13	114,286	0.0438	100 CFA/min	175 CFA/min
Whatsapp	135	11	135,135	0.0370	100 CFA/min	175 CFA/min
Facebook Messenger	300	5	300,300	0.0167	100 CFA/min	175 CFA/min



- There are other similar VoIP applications. Some of these can enable you to make group calls and call mobile phones/fixed phone lines. They might (or might not) also integrate SMS, provide a voice mailbox and include call forwarding. You should choose according to your specific objectives.
- Some countries block VoIP – you will need to check whether this applies in your own operational context

