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).

![Image]

- 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 Sotre » 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.

<table>
<thead>
<tr>
<th>Comparison - VoIP and regular call charges (Ex Airtel Burkina Faso)</th>
<th>VoIP - Airtel Burkina data plan</th>
<th>Regular call charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Minutes (100 MB)</td>
<td>Cost (CFA/min)</td>
</tr>
<tr>
<td>Skype (app)</td>
<td>114</td>
<td>13</td>
</tr>
<tr>
<td>Whatsapp</td>
<td>135</td>
<td>11</td>
</tr>
<tr>
<td>Facebook Messenger</td>
<td>300</td>
<td>5</td>
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</tbody>
</table>

- There are other similar VoIP applications. Some of these can enable you to make group calls and call mobile phones/ixed 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.

Internet connection cost  A few minutes