

Feature	VoIP	PSTN
Cost	VoIP includes free minutes to 01, 02, 03, and 07 numbers, keeping costs predictable.	Charged on a per-minute basis, making budgeting difficult for businesses.
Flexibility & Scalability	Easily add users, work remotely, and integrate with other business tools.	Requires physical lines, limiting remote work and making expansion costly.
Reliability	With Unity's VoIP solution running on BT's network, you get a stable and high-quality calling experience.	PSTN isn't reliant on internet connectivity but is vulnerable to damage and hardware failures.
Advanced Features	Includes messaging, voicemail, hunt groups, hold music, and video calling.	Offers only basic call functionality, which may feel outdated to customers.