

Hosted VoIP Mythbusters

@telesystemus

www.telesystem.us/mythbusters

Hosted VoIP has been around for over a decade. Yet even as many businesses discover the benefits of VoIP, others are hindered by 10 year old assumptions lingering from the days of VoIP's early beginnings.

Is your business missing out on VoIP's benefits based on outdated ideas that are no longer true? We have separated fact from fiction to uncover the truth about Hosted VoIP.

Myth #1: "What I have now is good enough."

Reality: Traditional telephone has reached its limits. Eventually, the limits of an old phone system will also define your business. If you expect your business to be better than good enough, the tools you run it with should be too.

Consider the following:

Your Competition

89% of companies expect to compete on the basis of customer experience.

Communication Tools

42% of service agents can't efficiently resolve customer issues due to ineffective tools.

Customers

69% are frustrated by excessive hold times.

66% don't like having to repeat their request to multiple agents.

Telesystem's Hosted VoIP By the Numbers:

- 70+ Features
- 12+ Mobility tools
- 8+ Applications like Call Center and Auto Attendant assure a professional and capable experience for your customers.
- 4 Digit dialing across your business, independent of location.
- 3.9 Hours, per week, per employee restored by productivity through VoIP (Alexander, 2005).
- \$0 - Schedule a FREE demonstration today and consider the impact Telesystem Hosted VoIP can make for your Customer Experience goals.

Myth #2: "Hosted VoIP is too expensive."

Reality: "VoIP provides a clear digital signal and cost savings opportunities that were unheard of 10-12 years ago." (Murphy, 2013)

TELESYSTEM HOSTED VOIP It Just Adds Up

Plans Starting at.....	\$19.95
Additional Charges	
Installation Costs.....	\$0
Maintenance Contract.....	\$0
VoIP Phone Charge.....	\$0
Additional charge for Local and Long Distance calls.....	\$0*

Equip your business with advanced communication tools for less with Telesystem Hosted VoIP.



Plans and phones to fit your unique business needs



Includes 70+ Features



100% Domestic Long Distance Savings*

Myth #3: "Hosted VoIP is too complicated."

Reality: Telesystem simplifies Hosted VoIP. "A primary benefit of using most VoIP solutions and vendors is remarkable gains in ease-of-use." (Toolbox for IT, 2013) Visit telesystem.us to find these resources:



VoIP Readiness Education

Make sure your network is ready for VoIP.



VoIP Plan Calculator

Estimate your monthly costs.



VoIP Solution

Designed by our experts and tailored to your needs.



VoIP Implementation Plan

We work with you to decide what happens and when.



VoIP Training

Ensure you get the most from your Telesystem Hosted VoIP solution.



Customer Satisfaction Guaranteed

We aren't satisfied until you are.

Myth #4: "Hosted VoIP isn't reliable."

Reality: "If you run your VoIP network over dedicated lines, the Quality-of-Service is just as good, if not better, than the Quality-of-Service associated with standard phone lines." (Kelly, 2005)



Redundant

Data Centers
Switches
Network Backbone



Continuous Monitoring

24/7/365



Disaster Resilience

Built-in Business Continuity-
your business won't stop even during a disaster.

*Feature not available in all areas.

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Kelly, T. (2005). *VoIP For Dummies*. Hoboken: Wiley Publishing, Inc. .
Murphy, J. (2013, September 26). Using VoIP to Save Money and Improve Efficiency: Seven Tips for SMBs. *Wired*, p. 4.
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