

THE ULTIMATE GUIDE TO CHOOSING THE RIGHT **VOIP PHONE SYSTEM** FOR YOUR SMALL BUSINESS, CALL CENTER OR MULTI-LOCATION OFFICE

NOT ALL VOIP SYSTEMS ARE CREATED EQUAL! READ THIS GUIDE
TO DISCOVER HOW TO AVOID MAKING A FRUSTRATING, EXPENSIVE
MISTAKE WHEN CHOOSING A VOIP PHONE SYSTEM



ANTHONY JURJEVIC

FREE REPORT:

“The Ultimate Guide To Choosing The RIGHT VoIP Phone System For Your Small Business, Call Center Or Multi-Location Office”

**Not All VoIP Systems Are Created Equal!
Read This Guide To Discover How To Avoid Making
A Frustrating, Expensive Mistake
When Choosing A VoIP Phone System**

Read This Report To Discover:

- What VoIP is, how it works and why the phone company may force you to switch to a VoIP phone within the next 3 to 4 years.
- 3 different ways to implement VoIP and why you should never use 2 of them for a business phone system.
- Hidden costs with certain VoIP systems that can negate any cost savings you might gain on your phone bill.
- 7 revealing questions to ask any VoIP salesperson to cut through the hype, half-truths and “little white lies” they’ll tell you to make the sale.
- The ONLY way to know for sure if VoIP will work in your environment and in your business.

Provided By: Anthony Jurjevic, CEO/President

Techspedient Networks

www.techspedient.com

A Letter From The Author:

Why We Created This Report And Who Should Read It



From The Desk of: Anthony Jurjevic
CEO/President, Techspedient Networks

Dear Business Owner,

If you're looking to purchase a new phone system, you're about to make a very important decision that, if mishandled, may not only cause you to waste a lot of time and money, but also can frustrate your clients, new potential clients and employees with dropped calls, poor sound quality and a host of other communication problems.

If you've just started shopping around, I'm sure you were met with conflicting advice, confusing "geek speak" and no real answers to your questions and concerns about sound quality, cost savings and whether or not VoIP will work with your current network and Internet connection.

That's why we wrote this report. We wanted to offer you a simple, straightforward guide that not only answers your questions in plain English, but also provides vital experience-based information on choosing a VoIP system that most phone system sales guys don't know (or may not tell you). After all, selecting something as critical as your company's phone system is a decision you do not want to make lightly.

My name is Anthony Jurjevic. My organization has years of experience and knowledge delivering complex and critical cloud and VoIP solutions that work. All of our engineers are trained and certified in telecommunications and cloud technologies which results in delivering a best in class service to our clients.

If you don't find the answer to a question you have in this report, we are always available to answer a quick question or to provide a second opinion. Please contact my office direct if we can clarify any points made in this report or answer any questions you have.

Dedicated to serving you,

Anthony Jurjevic, CEO/President
Techspedient Networks
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About The Author

Anthony Jurjevic is an in-demand technology consultant, business strategic partner, and author who specializes in high value, and highly effective technology strategies for growing small to medium businesses. After many years of honing his technical skills in the enterprise domain, he has brought his style of consulting to the small to midsize business marketplace. Focused on improving efficiencies and uptime through network optimization, Anthony is growing Techspedient Networks, into one of the premier technology service providers in the country.

Technical expertise for small and medium businesses is lacking. Many technicians and technology firms simply don't have the technical background to provide quality solutions to help businesses increase efficiency and productivity. Realizing this, Anthony founded Techspedient Networks on the premise of delivering the highest quality technology solutions tailored to fit the client's specific business needs while providing exceptional customer service. Techspedient Networks technicians have a strong and diverse technical background with many years of experience, that most technology providers are unable to match.



Using VoIP In Your Business

While most of the marketing of VoIP is directed at the in-home consumer, one of the largest benefits that this service can offer is to the business owner.

Just consider your business phone bill. Do you pay hundreds if not thousands of dollars each month to keep your employees connected with clients, shippers, suppliers and the rest of their needs? Do you pay long distance charges that are exceedingly high? Are you afraid to even look at the international charges on your phone bill?

VoIP is designed to allow both the personal and the advanced business owner to have all the interconnectivity that they need at the affordable rates that only VoIP can offer to you.

If you are a business owner, VoIP will cut your costs down considerably. It can even provide additional services for you, to enhance your experience with VoIP. Here, we'll show you only some of the tools and benefits of using VoIP with your business.

Costs Drastically Lowered

The largest benefit to the business owner in using VoIP is the cost savings. There is no doubt that the long-distance costs that most business interact with on a daily basis are going to be outrageous with a traditional phone line, especially when business associates and customers are located around the world.

With VoIP, your calls are transmitted into data which is then sent over the internet. It works just in the same way that it would in a home user environment. With this also comes the benefit to having the low costs of making calls and sending information.

Here's an example. Let's say that you are on your way to a meeting and running late. You get a business call on your laptop telling you about an important update. You take it then head out to the airport. When you get there, you get an urgent voicemail that was directed to your business phone. The good thing is that it was just sent to your email inbox and now that you've got a hotspot, you've got the information.

Although you are traveling from New York to Los Angeles, you didn't have to have your customers, your clients or even your business associates change the place they call you. You take your phone number (A New York area code) with you to Los Angeles and don't miss a single beat in the process.



Because all of your information and data is sent over the internet, the costs are low. Business accounts are readily available to the business owner for VoIP services. You won't have to worry about getting the most for your money, especially with flat rate service. Just compare for one minute the difference in cost from a standard or traditional long-distance plan to what you can get with VoIP. You'll be amazed.

Another money saver that the business has when they use VoIP is that they don't have to maintain separate networks for their data transmissions and their phone system.

You don't have to incur additional costs for when an employee moves, changes or is added. This can easily cost a \$100 or more per employee when it happens on a traditional line. This way, it costs you nothing. You just take the phone and move it to where they are going and plug it in.

Productivity

Just imagine all that you can do and keep on doing because there is the ability to stay connected no matter where you go. There are features that allow you to do all of the things that you would want to do and then so much more along with it.

One of the largest benefits that come from using VoIP for increased productivity has to do with the way that your phone numbers are configured.

For example, you can configure the system so that a call that comes in will be simultaneously ringing on several devices. For example, it could go to the desk or to the cell. That means that before it heads to your voice mail account, it's been able to be answered faster and with more devices in more locations. Therefore, you don't miss important calls. You eliminate the problem of phone tag!

This service was shown by Sage Research, to have increased productivity in the workplace by adding almost 4 hours per week per employee to your role. That is a huge significance to many business owners today worrying about productivity.

I have listed several examples below, how VoIP can benefit you and your employee's productivity

- Plan a business meeting where you and your associates are located around the world. The good news is that they are right there in the same room with you using video phone technology. The cost is the same as a phone call using your VoIP service.

- In the middle of the night you can get your messages without leaving your home. No need to worry about the piece of information that you forgot to bring home. Its available right on your VoIP service.
- Need to send a message to your employee? Don't bother with picking up the phone to call them, having to do all the formalities or even waiting for them to become available. Just send them a message that arrives right in their email box.
- You don't have to wait for a line to be available. As long as you have a VoIP ready phone or a computer with a microphone, you can talk to them in seconds.
- Access your business phone anywhere, anytime as long as you have a connection to the broadband service. In airports, at home, or at the hotel around the world that you are staying with.
- Talk with your laptop. With the right software installed on your laptop, you can send and receive all of your calls using a microphone or headset. Take your laptop with you and gain the benefits.
- Voicemail and faxes can easily be sent and received through VoIP. They will end up in your email inbox. That means that you have an easy place to get them, and you can easily forward them to others.
- Use virtual phone numbers to connect with your customers. If you want your customers to believe that you are in one location and that they are dialing a local company, select a phone number with that location's area code.

So, we've convinced you that there are benefits to adding VoIP into your business, but how do you do that?

The business systems that you have in place are all complex and while VoIP really is simple for you to install and start using, even in the business world, there are things to consider before installing it.

Good News And Bad News: You Have A Lot Of Options!

Thanks to voice over Internet protocol (VoIP) and ever-improving cloud technologies, the options available to you as a small (or big!) business are plentiful, with more features at a lower cost than were available the last time you went shopping for a phone system.

However, with all the options and dozens of vendors, separating the good from the bad and navigating the marketing hype can be difficult. Not only are some VoIP systems a complete waste of money for a business environment, but fees can be "hidden," so what appears to be a big cost-saving decision (initially) can end up costing you more in the long run once you've calculated in ALL costs over a 1- to 3-year period.



Additionally, if not designed, implemented and supported properly, VoIP phone systems can be extremely problematic and can be MORE expensive than a traditional phone system, depending on your specific situation.

Buyer Beware! Saving money on your phone bill should NOT be your only criteria when considering a VoIP phone system for 2 important reasons. First, dropped calls and poor sound quality will frustrate you and cause prospects to hang up and call your competition – so you might save some money on your phone bill, but you LOSE customers and sales. Definitely NOT a good trade-off. Second, make sure you look at the TOTAL COST OF OWNERSHIP (TCO), not just the savings on your phone bill, which is what almost every VoIP salesperson focuses on. While it's not the norm, there are certain cases where VoIP may actually cost you MORE than a traditional phone system because of the features and costs your VoIP vendor adds on, negating any savings on your phone bill.

What Is VoIP?

In the simplest terms, VoIP (or voice over Internet protocol) is a way for phone conversations to be transmitted over the Internet instead of using traditional phone lines that have been used for the last several decades.

Without a doubt, all phone communications will be transmitted this way in the very near future and, like it or not, you will eventually be using a VoIP phone system. Here's why...

Do you remember Hurricane Sandy? One of the hardest-hit areas was Mantoloking, an island off the coast of New Jersey. The storm destroyed the city's copper telephone network that had kept it connected to the rest of the world for over a century. But instead of replacing it, one of the companies that provides telephone service to the area, Verizon, chose NOT to rebuild the island's copper network and replaced it with their wireless service, Voice Link. This kicked off a number of complaints from residents who wanted their old landline phone back, but it was not a battle they could win. This is only one example of similar situations happening all over America. Phone providers are opting to retire traditional phone lines, or the PSTN (Public Switched Telephone Network), instead of repairing them when they fail. In their place, they are installing fiber optic cables that carry VoIP, offering wireless services or a combination of the two.

In fact, the traditional landline is not expected to last the decade in a country where 40% of households use *only* wireless phones, and less than 10% have ONLY a landline. Fact is, more and more people are opting to use their cell phone as their home phone, and



businesses are steadily replacing traditional phone systems for VoIP. Therefore, the phone providers do not want to continue to incur the heavy costs of replacing, repairing and updating the old phone lines since they are getting fewer customers using them every day.

For quite some time, AT&T was petitioning the FCC to retire the PSTN, calling it a “death spiral” because of the exorbitant costs of maintaining it, and citing how fewer people are using it every year. Last year, the FCC approved AT&T’s petition to move forward on the transition, and AT&T plans to have the PSTN retired by 2020. So, even if you are determined not to make a switch, you may be forced to change sometime within the next 3 to 4 years.

The 3 Main Options You Have For Your Business Phone And The (Honest) Pros And Cons Of Each

So let’s start by outlining the types of phone system options below, who they are most appropriate for and the pros and cons of each.

1. Virtual Phone Service

This is a good option for start-ups or small home-based businesses that don’t have a traditional office, with a handful of employees who are out in the field or who work from home. A virtual phone system is like a hosted web site. Instead of buying actual phones and phone lines, you purchase a service that will give you a local or toll-free number to provide clients or to post on your web site, business card and marketing collateral. When someone calls, that call will be routed to a designated cell phone, ‘yours or other employees’ or a home phone. Some services will even answer the phone for you like Call Ruby. This keeps your personal cell phone or home phone number private, and gives you the ability to route calls based on the time of day, call purpose, etc. You can also set up the system to call through a list of numbers until someone answers live. Some of the companies providing this type of service include Grasshopper, RingCentral and 8x8.

The PROS: As with most phone services, the costs will depend on the number of extensions and minutes used, but you save money by not having to buy phones; calls are routed to your cell phone or home phone. You can also get the same features of many big phone systems, such as multiple extensions, call forwarding, local and toll-free numbers, voice mail, read your voice mail messages, name directories, music on hold, fax on demand and call screening. Also, if you move locations, you don’t have to pay to move the physical phone system equipment.

2. **The CONS: The biggest disadvantage is poor call quality and a lag time when calls are transferred to you – which is not something you want to overlook.** If you have potential buyers calling to do business with you, that lag time to answer and poor sound quality will cost you sales when people hang up out of frustration (or thinking nobody is answering) and give new potential prospects a poor image of your organization. Further, some providers will require you to sign a lengthy contract; while some will waive this requirement, you will get better pricing by signing a longer-term contract. Also, the cost savings over time may not be as significant as they are in the short term. This option is best suited for a start-up or home-based business.

3. **Landline Phones**

This is the phone system you most likely have in your office now, or at least have had at one point in your business. Although this is still the most reliable phone system, delivering the highest call quality, thousands of businesses are replacing their traditional phone systems for the cost savings of VoIP (Voice Over Internet Protocol) phone systems, since the features, call clarity and reliability of VoIP systems has improved dramatically in recent years and will continue to improve.

The PROS: If voice clarity and phone line dependability are paramount to your business, then landline phones are still the best choice. Further, a phone line is not powered the same way electricity is, so if the power goes off or is interrupted, your phone will still work, making this a better option for areas that are prone to outages or companies where working phone lines are critical to their business.

The CONS: The biggest downside is the cost. Landline systems are the most expensive to install and support. While the cost of landline services has dropped over the last decade, they often can't beat the cost savings offered by a VoIP system. Second, you may be FORCED to switch to VoIP based on the clear movement toward retiring traditional copper phone lines, as discussed previously in this report; So you want to give serious consideration to whether or not you want to invest in a more traditional phone system at this time.

4. **VoIP (Voice Over Internet Protocol)**

VoIP works by converting audio signals, your conversation, into digital data that travels over broadband Internet via fiber optic lines, DSL or cable INSTEAD of over copper phone lines. VoIP phones are plugged into your computer, network switch, or Internet connection. Without a doubt, VoIP will, at some point, completely eliminate the need for landline phones.



The PROS: One of the biggest benefits to VoIP is cost savings; in fact, our typical client saves between 40% and 60% on their phone bill. And if you have multiple offices, make a lot of international calls and have a heavy call center, the savings can be staggering. Some of our clients have seen a \$500 to \$700 per month savings just by switching to VoIP – and that money goes directly to the bottom line. VoIP also offers all the same features you can get with a landline PLUS many advanced features you cannot get with a traditional landline phone such as the ability to listen to voice-mail messages and place or receive a call from your laptop, PC or tablet and the ability to do video conferencing.

The CONS: As you may already know or have heard, it's common to experience dropped calls, connectivity issues, crackling, echoes and interruptions (like hearing every other word of a conversation) when on a VoIP line. However, this does NOT have to be the case and largely depends on what VoIP option you are using. In the next section, we'll talk about the 3 types of VoIP systems available, and how choosing the right VoIP system can deliver the same (or better) high-definition sound quality and dependability as a landline.

The 3 Types Of VoIP Options Available Today, And Why You Should AVOID 2 Of Them At All Costs!

There are 3 different methods for getting calls routed over the Internet (VoIP) – but only ONE will deliver the voice quality and reliability you want for your business.

Buyer Tip: Be Sure To Select A Business-Grade VoIP System!

While this may seem obvious, when selecting a VoIP system for your company, be sure you select a business-grade system. I'm sure you've heard of Vonage, Ooma, and magicJack. While they are perfectly good VoIP systems for home use, they are consumer-grade and cannot handle the demands or call volume that a business has. Choose those for your business and you WILL be frustrated and plagued with problems.

SIP Trunking (Session Initiation Protocol) Phone Lines

SIP trunking phone lines – which are Internet-delivered telephone lines – are an alternative to the traditional copper phone lines you have used for years. These are sold by almost every Internet provider, such as Comcast, Earthlink, Charter, or Time Warner, and work with your existing desk phones. The main reason for choosing this option is purely to save money; however, MANY businesses who have chosen this route come to us to replace it due to the wide number of problems this option presents.

For starters, you're still stuck with your old, outdated phone system and you don't gain any of the additional features that a VoIP system can offer, such as find me, follow me, advanced auto attendant features, the ability to take and receive calls from any phone or cell phone, video conferencing, unlimited voice mail, call recording, and much, much more. You're also stuck with a system that won't scale up if you need to add more employees, locations and phone lines.

But the biggest and most likely problem you'll have with this option is call quality. In fact, it's THIS option that has given VoIP such a bad name. Because your phone calls are now being carried over the same Internet connection you use to get your office computers online, if someone in your company decides to download a big file or play a video, your phone calls will suddenly sound garbled or you'll hear every other word of the conversation.

Additionally, your phone bill cost savings may be negated by your need for additional Internet bandwidth. This is most notable if you're switching from a lower-cost Internet service like DSL to high-speed, business-class Internet.

On-Premise IP PBX

What Does PBX Stand For And What Is It?

A PBX (private branch exchange) is a business-grade telephone system that switches calls between the company's employees on local lines while allowing all employees to share a certain number of external phone lines.

This VoIP option usually provides better call quality than the first, but still has limitations. Common providers are 3CX, Asterisks, ShorTel, Epygi and Cisco Call Manager.

One of the biggest drawbacks is if your Internet goes down, your phones stop working altogether – and there's no way to failover to another service or phone.



Second, voice-mail storage is finite because it's stored on a hard drive in your office. Once it's full, you can't get more space. And if you have multiple locations and/or remote workers, you'll be forced to implement and maintain a complicated VPN (virtual private network) for each location, with a robust Internet connection or other connectivity method that can be **very expensive to maintain**.

Hosted PBX

A "hosted PBX" is a VoIP phone system where the "brain" of the system that controls all the calls, settings and operation of your phone system is located or hosted by your provider in their cloud, offsite.

This is an innovative approach to VoIP that eliminates ALL the negatives of the 2 previous options. **The 2 biggest benefits to this option are 1) If configured correctly, your calls will NOT compete for bandwidth on your computer network, so you won't get the choppy, garbled call quality that VoIP is notorious for, and 2) if your Internet connection goes down, you won't lose any incoming calls and you may still be able to make and receive calls.**

Another UNIQUE feature of the hosted PBX we recommend to clients is that the platform is constantly checking for sound and connection quality and will make LIVE, real-time adjustments to how calls are being handled to ensure all phones are up and working and sound quality is high.

Further, a hosted PBX can automatically route inbound calls to an office or cell phone you designate should the Internet go down, which means your clients won't get a busy signal or eternal ringtone when they call.

Security And VoIP

One thing you must consider when it comes to using VoIP is securing your network. With VoIP you want to ensure that your business is protected. Technically, without the right firewall and protection in place, cyber criminals could get in and wreak havoc on your business phone service.

Before you eliminate VoIP as an option due to this risk, with the right protection, you can completely safeguard your network. In fact, you are no more at risk with the VoIP technology as you are with an Internet connection.



As a business owner, it is important to consider all of the tools that are available to your business to make it run as smoothly as possible. Without taking advantage of something that potentially could save you thousands of dollars in profits every month, you are simply wasting your money.

VoIP is good for business. It cuts costs. It increases your employee's productivity. It helps your business to stay connected. It provides you with high quality, above standard quality phone service. It just works for business needs.

7 Revealing Questions To Ask Any VoIP Salesperson To Cut Through The Hype, Half-Truths And “Little” White Lies

1) Do I have to replace my existing firewall?

If your hosted VoIP provider is suggesting that you replace your firewall or router, they are trying to get around the limitations of their system. Some VoIP systems were never designed to go “inside” your network, where it has to go through your firewall, and some of these VoIP systems only work with specific firewalls.

The only way to get around this limitation is to purchase expensive routers that are supported by their system. Additionally, you should not have to open holes in your firewall to get VoIP working. That's another sign that your provider is doing a work-around to try and compensate for the limitations of the system he's selling you. Don't go for it!

Buyer Beware! Companies that sell phone systems and do not install and support computer networks – which is what your VoIP system is running on – are often NOT qualified to recommend or install a VoIP phone system for your office. One of the biggest reasons for VoIP failure, poor sound quality, slowed Internet speeds, etc., is that the person selling you a VoIP system does not understand how to properly assess your company's firewall, routers, network traffic, Internet connection speeds, as well as a host of other factors, to make sure their phone system will work as advertised in YOUR SPECIFIC ENVIRONMENT. That's because they're phone system sales guys, not network engineers. Of course they'll *tell* you they're qualified to do this – so be sure to ask them if they'll put their money where their mouth is with a money-back guarantee like we do. You can read about our 100% no-small-print money-back guarantee later in this document.

2) How many data centers do you have and are they geographically disbursed?

If the answer is only one, run away! What happens if their ONE data center goes down? Or, more commonly, what happens when the VoIP equipment *inside* the data center goes down? Your business is without a phone until they get their systems back online! Insist on a provider that has at least 2 redundant data centers that are states away from each other to lower the risk of a natural disaster wiping out both data centers at once. Ideally, they should have 4 or more spread throughout North America.

3) What was the uptime last year? What's your guarantee for uptime?

If it's anything less than 99.999%, find a different provider. And don't just take them at their word; ask for documentation proving the reliability of their network in the previous year. If they can't even do that, don't buy their system! Further, if they can't or WON'T guarantee a 99.999% uptime, shop elsewhere.

NOTE: Uptime is the system's ability to make and receive calls. If an individual office happens to be down due to an Internet outage, this does not affect the overall reliability of the system because the system was ready and able. We had a 100% uptime over the past 18 months at the time of writing this report, so don't let anyone tell you that 100% uptime is "impossible."

4) If my phone is unreachable do you have automatic failover to another phone?

If your provider's system isn't constantly monitoring the status of your network, VoIP system and VoIP phones, you should consider going with another provider. If your Internet goes down, or even a single phone stops working, the system should know that within a few minutes and automatically forward the calls to a predetermined destination like a cell phone or another office location.

5) Do you monitor my phones and system 24/7/365 for any potential issues?

If you have to tell your provider the phones aren't working, then find another provider. Any quality vendor should be monitoring and maintaining your system for you, using remote management tools. As we just outlined in question 4, the system should be self-regulating and know if a phone or system is offline and automatically make routing adjustments to ensure calls coming in are answered properly. Then, a technician should contact you to address the problem. If you are missing calls, move on to a different system.



6) Will our telephone features be the same when we move to VoIP?

Don't assume this! Even basic features like call forwarding might not be included! You would be amazed to find out how many VoIP systems fail to have the most basic features, such as call forwarding. You should insist on a hands-on demonstration in order to see the system for yourself and how it will work. This will avoid unpleasant "surprises" after you've paid for and installed the new system.

7) Do you offer a money-back guarantee?

If your provider is not willing to back up their claims with a WRITTEN, no-small-print money-back guarantee, free of "weasel out" clauses, look for a vendor that does. Every phone-system sales guy is going to tell you how wonderful their system is and how you won't experience any problems. If they're THAT confident, have them guarantee it in writing so you're not stuck paying for a new system that doesn't work.

Finally! A Business-Grade VoIP Phone System That Will Deliver The Cost Savings You Want WITHOUT Sacrificing The Sound Quality And Dependability Of A Landline

The ONLY Business-Grade VoIP System That Guarantees High Call Quality, Reliability And Service Or 100% Of Your Money Back

Thanks to our Hosted VoIP system, you can enjoy all the advanced features, flexibility and significant cost savings of VoIP while getting the high-definition sound quality and rock-solid dependability of a landline. There are a number of reasons why our VoIP system is the smart, superior and SAFE choice for your company:

- **We GUARANTEE our VoIP system will deliver high-definition sound quality and call dependability or we'll refund 100% of your money.** No other phone-system provider is confident enough in their phone system or service to make the same bold guarantee AND stand behind it in writing like we do. That's how confident we are that you'll love our VoIP phone system. Plus, we have the highest retention rate in the VoIP industry at 99.95%.
- **Cut your phone bill costs SIGNIFICANTLY.** Our average client saves between 40% and 60% on their phone bill – money that goes directly to your bottom line.
- **Works even if your Internet goes down.** Unlike most other VoIP systems, our system can allow you to still make and receive calls, even if the Internet goes down.



- **Costs less than other business phone systems.** Compared to many other business phone systems, there are no upfront costs to purchase expensive equipment, saving our clients money in equipment costs.
- **Works with your existing firewall and router.** Unlike other VoIP phones, our system does NOT require you to incur the cost and hassle of upgrading your firewall or router and will work within your existing network.
- **Over 85 advanced features available.** Our VoIP system gives you an incredible number of easy and powerful options to take calls, route calls, handle voice mail and communicate. Whether you're making a simple phone call, or holding a videoconferencing session, our system can deliver easy-to-use, top-quality service to get the job done without problems, complexity or failures.
- **Built-in monitoring and failover ensures your phone system is never "off-line."** Thanks to our technology, if any phone or connection point is knocked off-line, others pick up the calls automatically, essentially allowing the network to heal itself automatically. That means your clients won't get a busy signal or endless ringtone in the event a phone stops working.
- **99.999% uptime GUARANTEED.** We monitor every system continuously with our monitoring technology, allowing us to guarantee 99.999% uptime. Most importantly, the suite of disaster recovery protections makes it possible for users to make phone calls even if their offices are inaccessible or if the Internet goes down.

Free VoIP Assessment Will Cut Through The Confusion, Myriad Of Options And Tech "Mumbo Jumbo" To Help You Make The Smartest, Safest Phone System Choice For Your Company

Since you've requested this report and have read this far, my guess is that you're looking into upgrading your phone system to VoIP sometime in the near future. To help you avoid making any mistakes and to help you navigate the endless number of choices, tech jargon "mumbo jumbo," conflicting advice and confusion, I'd like to offer you a FREE VoIP and Communications Assessment for your company, to answer all of your questions and determine which phone system is BEST FOR YOU based on your specific needs, budget, Internet connection and existing network.

You have my absolute assurance that I will give you straight answers to your questions and will NOT hard-sell you a phone system. My goal is to help you make the BEST decision for YOU – one that you're comfortable with and that will actually deliver what you want. If our system turns out to be the best option for you, we'd welcome the opportunity to serve you. But if not, we'll give you our best recommendation and refer you to some other solutions. That's how we build solid trust-based relationships with all of our clients.



At the end of our Free Assessment, you'll know:

- **The EXACT and TRUE amount of money you will save by switching to VoIP, and ALL the costs that are associated with selecting a VoIP phone system.** In most cases, we save our clients between 40% and 60%. But most important, we'll show you a complete and true picture of ALL costs factored in, not just your phone-bill savings, which is what most other VoIP salespeople focus on to avoid talking about other costs involved in moving to their system.
- **If a VoIP phone system will truly work in YOUR specific environment.** Every office and network is different, so it's critical that you get a thorough assessment of your *entire* network, including your bandwidth and Internet connection, firewall, system use, volume of calls, features you need, etc., etc., etc. That's why we run tests in YOUR specific environment to make sure you won't experience garbled sound, dropped or missed calls, echoes and dozens of other VoIP problems.
- **If you have the right Internet connection and network configuration to use a VoIP phone without problems.** We'll do a complete analysis of your current Internet connection and computer network to determine if you have sufficient bandwidth to operate a VoIP system without issues, and to look for any other factors that may negatively impact a VoIP phone system from working properly.
- **What the BEST phone system is for you – and what features you need – based on how you do business.** If you're running a call center, you will have different needs than if you're a doctor's office. If you have remote workers and a sales team that travels extensively, there are features that can help you keep these employees connected. Do you want to record calls coming in for quality and training purposes? Does your front desk get overloaded with calls during certain times of the day or year? Do you absolutely need to have your phones answered live? Would you like to have your voice-mail messages sent to your in-box or typed out? These are just a few of the features available.
- **How you can increase sales, lead conversion and customer happiness.** Part of our Communication Assessment will reveal ways for you to instantly and easily recapture lost revenue and sales opportunities through better phone-handling practices. We'll look at how your company is currently handing (or mishandling!) phone calls from prospects and clients alike and show you easy ways to make more money without spending another dime on marketing or advertising.

Here's How Your Free VoIP Assessment Works:

At no charge, we will conduct a detailed review of your current phone system, telephone bill, Internet connection and network setup. We'll also analyze how calls are currently being handled and your "dream list" of what you would like to happen when a client or a prospect calls your office.

Based on what we discover, we'll research multiple options and come back to present you with an action plan and 2 or more phone system options to help you save money and get the results you want. We will NOT try to sell you a "one-size-fits-all" system but instead recommend a phone system we are supremely confident in to deliver the service, cost savings and quality you want.



Why? Because we stand behind all of our phone systems with a 100% money-back guarantee. If you're not happy after using our system for 3 months, we'll refund 100% of the money you paid us AND help you transition to another phone system provided by us or another service provider. Obviously we're highly motivated to recommend the RIGHT system for you and ensure you're thrilled with its performance.

That said, I want to be very clear that there are no expectations on our part for you to do or buy anything when you sign up for a Free VoIP Assessment. We don't expect everyone to become a client; we also know that providing value in advance – NOT heavy sales pressure – is the best way to build relationships with potential clients like you, which is why we offer this Free Assessment.

If nothing else, this Free Assessment will put you in a much better position to make an informed, intelligent decision on whether or not you should upgrade your phone system, if your network is capable of handling VoIP AND which option(s) will work best for you.

What To Do Now: How To Request Your Free VoIP Assessment

To request a Free VoIP Assessment, simply respond by:

- Calling us at 732-839-1643
- Sending me an e-mail: ajurjevic@techspedient.com

Once we hear from you, Jennifer from my office will call you to schedule a convenient time for us to speak. Remember, there is no obligation for you to buy or do anything – this is simply a discovery session to see if VoIP is right for your organization.

Sincerely,

Anthony Jurjevic, Managing Partner
Techspedient Networks
Call Me Direct: 732-839-1837



What Do Our Clients Say About Us?

"It's obvious they genuinely care about their clients."



"It has been so refreshing to work with a service-oriented company like Techspedient. Anthony and his entire staff are so friendly, extremely knowledgeable and quick to respond to our specific needs. All around, Techspedient has earned our trust and it's obvious that they genuinely care about their clients." – **Robert Hardgrove, Northeast Planning Corporation**

"The quality of the service and features are superior."



"The switch to Techspedient's phone service was extremely smooth. We received our phones, and a technician was onsite to install them at each employee's desk. The quality of the service and the features included are far superior to what we had with our cable provider. My only regret is waiting so long to make the switch." – **Hilary Adler, Handle With Care Behavior Management System, Inc.**

"We saved over 50% on our monthly phone service"



"Techspedient was able to slash our phone costs in half, with no loss in quality. In fact, the quality seems to be better than our previous provider, and we received many features we didn't have before, including call recording." – **Jim Piccinich, 1st-Line Equipment, LLC**

Our No-Small-Print 100% Money-Back Guarantee:

We're absolutely confident that our VoIP phone system is the best at delivering high-definition call quality and performance, with ZERO dropped calls, echoes, garbled sound and other common VoIP problems. We know you are going to LOVE IT. That's why we stand behind our phone system with a 100%, no-small-print money-back guarantee. Buy our phone system and use it for 3 months. If you are not completely thrilled with its performance, sound quality and feature set, we'll refund 100% of the money you've paid us. It's that simple. You won't find any other phone system vendor bold enough or confident enough in their solutions to make a similar guarantee.