How to Choose the Right VoIP Phone System for Your Business

This guide reveals what VoIP is, how it works, the pros and cons of each type of system, and more!

Provided By:
Mike Clemmons
President & CEO
Bytecafe Consulting, Inc.
www.bytecafe.net
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 could also frustrate your clients, new potential clients, and employees due to 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 tech terminology, 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 salespeople 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 Mike Clemmons, President and CEO of Bytecafe Consulting, Inc. We specialize in being a “one-stop-resource” for businesses in the Indianapolis area and Lafayette who want someone they can depend on to simplify their IT and get everything working correctly the way it’s supposed to — including their office phones.

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 directly if we can clarify any points made in this report or answer any questions you have.

All the best,

Mike Clemmons
President & CEO
Bytecafe Consulting, Inc.
P.) 317-372-7625
E.) mike.clemmons@bytecafe.net
About Us

Bytecafe Consulting, Inc. was founded in 1999 to help businesses in Indiana get the most out of their business technology. Over the years, we’ve helped many businesses relieve their technology worries so that they can concentrate on growing their businesses and realizing their goals.

Mike Clemmons has been in the industry since 1989. He has put his education and hands-on experience to work through Bytecafe Consulting, growing a company that focuses on people. Small and midsize businesses are an integral part of our local communities. We focus on providing excellent service and strive to make our clients’ businesses more efficient and cost-effective.

We are an experienced Managed Service Provider. From our main office in Indianapolis, Indiana, we provide Information Technology-related services, including telephony, consultation, design, support, and training.

With practical, effective utilization of technology, Bytecafe assists clients in advancing their business operations. Commitment to quality, responsiveness, ongoing education, and technical diversity has led us to enduring partnerships with clients in a variety of industry groups — each with specialized Information Technology needs.

Our Managed and Hosted Services take you off of the costly installation and upgrade treadmill by continually providing the latest proven technologies — fully managed, redundant, secure, and affordable.

**Bytecafe Consulting puts your focus back on your business with our:**

- **Star2Star Authorized Dealer** — Star2Star delivers the world’s most complete unified communications solution. They have been recognized as a leader by Infonetics, Inc. 500|5000, Forbes, Deloitte, and Gartner.
- **Microsoft Small Business Specialist Certification** — in recognition of our ability to deliver industry-proven solutions and services.
- **Certified Microsoft Partner** — designates our expertise with Microsoft technologies.
- **Skilled Technology Experts** — experienced engineers who view themselves as an extension of your business.
- **24 X 7 Help and Support** — help is only a phone call away.

Bytecafe’s services are focused on providing the business tools that businesses need to compete, providing affordable technology designs based on business requirements. Our technology solutions cut costs and put your company in a position to prosper.
The Good News and Bad News: You Have Many Options!

Thanks to Voice over Internet Protocol (VoIP) and ever-improving cloud technologies, the options available to your business are plentiful, which means more features are available at a lower cost now, compared to the last time you went shopping for a phone system.

However, with all the options and dozens of vendors out there, 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 period of 1 to 3 years).

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

**NOTE:** Saving money on your phone bill should not be your only criteria when considering a VoIP phone system for two important reasons:

1.) 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.

2.) Make sure you look at the **Total Cost of Ownership (TCO)** because almost every VoIP salesperson just focuses on the savings on your phone bill. While it’s not the norm, there are certain cases in which VoIP may actually cost you more than a traditional phone system due to 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 use 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.

Rather than 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. The reality 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 updating, repairing, and replacing the old phone lines since they are getting fewer customers using them every day.

For quite some time, AT&T petitioned the FCC to retire the PSTN, calling it a “death spiral” due to the exorbitant costs of maintaining it and the decline in users. As of January 30, 2014, the FCC approved AT&T’s petition to move forward on the transition. 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 before then.

3 Main Business Phone Options — Pros and Cons Included

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Let’s start by outlining the types of phone systems below, including who would benefit the most within each category, along with the pros and cons of each option.

1. | Virtual Phone Service

This is a good option for small home-based businesses or start-ups (without a traditional office) that have a handful of employees who are out in the field or work from home. A virtual phone system is like a hosted website. Instead of buying actual phones and phone lines, you purchase a service that will give you a local or toll-free number to provide to clients or post on your website, business card, and marketing collateral. When someone calls, that call will be routed to a designated cell phone (yours or another employee’s) or a home phone. Some services will even answer the phone for you, such as 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; however, you save money by not having to buy phones as 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, voicemail, voice-to-text (a feature that transcribes voice messages into emails), name directories, music on hold, fax on demand, and call screening. Also, if you relocate, you don’t have to pay to move the physical phone system equipment.

**The CONS:** Virtual phone systems have poor call quality and a time lag when calls are transferred to you. These drawbacks should not be overlooked. If a potential buyer or client calls to do business with you, the poor sound quality and time delay will cause people to get frustrated or hang up thinking no one is there to answer the phone, which creates a poor image of your organization and leads to missed opportunities. 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.

2. | 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 that delivers the highest call quality, thousands of businesses are replacing their traditional landline phones with cost-effective VoIP (Voice over Internet Protocol) systems, as there has been a dramatic improvement in VoIP features, call clarity, and reliability in recent years.

**The PROS:** If voice clarity and phone line dependability are paramount to your business, then landline phones are still the best choice. In the event that the power goes off or is interrupted in your building, a landline phone will still work, making this a better option for organizations that heavily rely on functional lines to maintain operations and/or businesses in areas that are prone to outages.
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. Also, keep in mind that you may be forced to switch to VoIP, based on the clear movement toward retiring traditional copper phone lines (as discussed previously in this guide). So, you want to give serious consideration to whether or not you want to invest in a more traditional phone system at this time.

3. | 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 traditional phone lines. VoIP phones are plugged into a VoIP adapter and then into your computer, firewall, or Internet connection. Without a doubt, it is inevitable that VoIP will completely eliminate the need for landline phones.

The PROS: One of the biggest benefits VoIP offers is cost savings; in fact, our clients typically save between 20% and 60% on their phone bills. For businesses that have multiple office locations, make a lot of international calls, or support a heavy call center, the savings can be staggering. Some of our clients have seen a $200 to $1,000 per month savings per year, 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. For example, you can place or receive a call, listen to voicemail, or view video conferences from your laptop, PC, or tablet.

The CONS: As you may already know or have heard, it’s common to experience dropped calls, connectivity issues, cracking, echoes, and interruptions (e.g. 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 go over the four 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.

4 Types of VoIP Phone Systems

There are four 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.

PRO TIP: Be Sure to Select a Business-Grade VoIP System!

While this may seem obvious, when selecting a VoIP phone system for your company, be sure you select a business-grade version. I’m sure you’ve heard of Vonage and magicJack. While their VoIP systems are perfectly fine for home use, their products are consumer-grade, which means they’re not equipped to handle the demands and call volume of a business. If you choose consumer-grade products for your business, you will be frustrated and plagued with problems.
1. 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, and 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 these lines due to the wide number of problems this option presents.

For starters, you’re still stuck with your old, outdated phone system. You don’t gain any of the additional perks that a VoIP system can offer, such as the Find Me/Follow Me feature, an advanced auto attendant, the ability to take and receive calls from any phone or cell phone, video conferencing, unlimited voicemail, and 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.

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.

Finally, 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 a high-speed, business-class Internet.

2. Hosted PBX

The “brain” of a hosted PBX that controls all the calls, settings, and operations of your phone system is located or hosted by your provider in their cloud, somewhere offsite — just like a hosted website. RingCentral, 8x8, and MegaPath are all hosted PBX systems.

The major problem with a hosted PBX system is that if your Internet connection goes down — or if your provider goes down — your entire phone system is offline. That means you can’t take calls or make calls. You can’t even call someone in the next office! You’ll also lose access to voicemail, office paging, and all other phone features; and if a client calls your office, they’ll simply get a busy signal or an endless ringtone.

The other main drawback is high bandwidth requirements. Lots of calls at once — or even just heavy use of the Internet — can cause delays and gaps in your calls (similar to what happens if you have a really weak cell phone signal while on a call).
Then, there’s the cost. PBX hosting usually comes with a monthly licensing fee and premiums per phone for special features, so the total cost of owning the system can climb quickly. A hosted PBX can be ideal for home offices with only one or two phones, but it’s not ideal for offices that handle high call volume or have 5+ phones.

3. | On-Premise IP PBX
This VoIP system usually provides better call quality than the options listed above, but still has limitations. Common providers are 3CX, Asterisks, ShorTel, Epygi, and Cisco Call Manager.

As with a hosted PBX, if your Internet goes down, your phones stop working altogether — and there’s no way to failover to another service or phone like a hybrid solution can (see below). Voicemail 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, which requires a robust Internet connection or other connectivity method that can be very expensive to maintain.

4. | Hybrid (Or Blended) PBX
This is a relatively new and innovative approach to VoIP that eliminates ALL the negatives of the previous three options.

The biggest benefits to this option are as follows:

1) Your calls do not compete for bandwidth on your computer network, so you won’t get the choppy, garbled call quality that early versions of VoIP phone systems produced.
2) If your Internet connection goes down, your phone system will still work.

A hybrid PBX uses a small, inexpensive PBX device at your office that connects to the “brain” of the system in the cloud. It stands out from the above-referenced PBX options because the hybrid’s on-premise device will take over to ensure your phone system doesn’t go down if the Internet does.

Another feature that is unique to the hybrid PBX and recommended to clients is its regular quality checks. The PBX device in your office is constantly communicating with the system in the cloud, checking for sound and connection quality. This results in LIVE, real-time adjustments to how calls are being handled to ensure all phones are up and working and sound quality is high. No other VoIP system on the market today can do this.

Further, a hybrid PBX will automatically route inbound calls to an office or cell phone that you designate to receive calls in the event the Internet go down. This means your clients won’t get a busy signal or eternal ringtone when they call.
7 Revealing Questions to Ask Any VoIP Salesperson to Cut Through the Hype, Half-Truths, and “Little” White Lies

1) Do I have to change the configuration of my firewall, or do I have to replace it?

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. VoIP phone lines were never designed to go “inside” your network, where it has to go through your firewall and compete with your PCs, laptops, and other devices for bandwidth; when it does, you will have problems with sound quality.

The only way to get around this limitation is to purchase expensive routers that compensate for the extreme delay than can be introduced when a VoIP call has to navigate through a firewall. 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 they’re selling you. Don’t go for it!

**NOTE:** 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 underlying causes of 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 you’re dealing with phone system salespeople, not network engineers. They’ll, of course, 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% money-back guarantee later in this document.

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

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 two...
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 four 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. Also, 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. The VoIP carrier we use had 100% uptime over the past 18 months at the time of writing this guide, 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 already paid for the new system and had it installed.

7) Do you offer a money-back guarantee?

If your provider is not willing to back up their claims with a written 100% money-back guarantee, look for a vendor that does. Every salesperson is going to tell you how wonderful their phone 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.
There’s a Dependable, Business-Grade VoIP Phone System with the Sound Quality of a Landline at a Lower Cost! Hooray!

We Have the Only Business-Grade VoIP System That Guarantees High Call Quality, Reliability, and Service — Or 100% of Your Money Back

Thanks to our hybrid Star2Star VoIP phone 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 provider in Indianapolis 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 Star2Star VoIP phone system. Plus, Star2Star has the highest retention rate in the VoIP industry at 99.85%.

✓ **Cut your phone bill costs significantly.**
   Our average client saves between 20% 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 Star2Star system allows you to still make and receive calls, even if the Internet goes down.

✓ **Costs less than other business phone systems.**
Since our Star2Star system costs significantly less than many other business phone systems, our clients can make the switch and still save money each month. Plus, we can offer you easy payment options and even inexpensive leasing, if you prefer.

- **Works with your existing firewall and router.**
  Unlike other VoIP phones, our Star2Star 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 35 advanced features available.**
  Our VoIP system gives you an incredible number of easy and powerful options to take calls, route calls, handle voicemail, and communicate. Whether you’re making a simple phone call, faxing documents for signatures, or holding a video conference, 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 offline.**
  Thanks to Star2Star’s patented Constellation technology, if any phone or connection point is knocked offline, 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 StarWatch technology, allowing us to guarantee 99.999% uptime. Even if your office becomes inaccessible or the Internet goes down, the StarRecovery suite of disaster recovery protections makes it possible for users to make phone calls.

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### Free VoIP Phone Assessment Helps You Review Your Options to Make the Smartest Selection for Your Company

Since you’ve requested this guide and have read this far, my guess is that you’re looking into upgrading your phone system to VoIP sometime in the near future. You also might be worried about making the wrong choice for your business. Fear not — To help you navigate the endless number of choices, conflicting advice, and tech jargon, I’d like to offer you a complimentary VoIP Assessment. It’s the most productive way to answer all of your questions and determine which phone system is best for your company, 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.

**By the end of our free VoIP Assessment, you’ll know:**

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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 20% and 60%. Most importantly, 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. We’ll also 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 managing a doctor’s office. If you have remote workers and sales team members who travel 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 voicemail messages sent to your inbox 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 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, as well as show you easy ways to make more money without spending another dime on marketing or advertising.

Here’s How Your Free VoIP Phone Assessment Works:

At no charge, we will come to your office to 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, as well as 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 an action plan containing two or more phone system options that would help you save money and get the results you want. We will NOT try to sell you a “one-size-fits-all” system. Instead, we will recommend a phone system that 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 30 days, we’ll remove it at our cost, 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 want to ensure you’re thrilled with its performance.

With that said, I want to be very clear that this free VoIP Phone Assessment does not commit you to purchase any products or services at any point. Although we would love to welcome you aboard as a client, there is no expectation that you’ll sign on with us.

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.

How to Get Started:

To request your free VoIP Phone Assessment, simply visit our website or give us a call:

Phone (317) 372-7625 or (765) 588-3025 | Web: www.bytecafe.net/voip-assessment/

Once we hear from you, we’ll contact you to schedule a convenient time for us to meet. (It’s the most productive way to determine if VoIP is a right fit for your organization.) Remember, this assessment does not commit you to anything. You won’t be pushed into purchasing additional products or services with us.

What a Few of Our Clients Are Saying…

“The Star2Star system meets all of our needs without adding additional expenses.”

![Lisa Wirthwein](image)

We moved to a new location, merged with another chamber of commerce and doubled our staff size, and the Star2Star system meets all of our needs without adding additional expenses. One thing that stands out about Bytecafe is their customer service, reliability and their professionalism.

Lisa Wirthwein
Marketing & Operations Director, OneZone

"We recently had to move offices and Bytecafe was able to install a new phone system and save us hundreds of dollars each month.”

![Rebecca Stevenson](image)

We recently had to move offices and Bytecafe was able to install a new phone system and save us hundreds of dollars each month. I would highly recommend Bytecafe to anyone looking for a technology partner.

Rebecca Stevenson
Paralegal, Nerz Law
We’re absolutely confident that our VoIP phone system is the best at delivering reliable, high-definition call quality and performance, so we know you are going to LOVE IT.

That’s why we stand behind our phone system with a 100% money-back guarantee. Buy our phone system and use it for 30 days. If you are not completely thrilled with its performance, sound quality, and feature set, we’ll remove it at our cost and refund the money you’ve paid us for the system. It’s that simple.