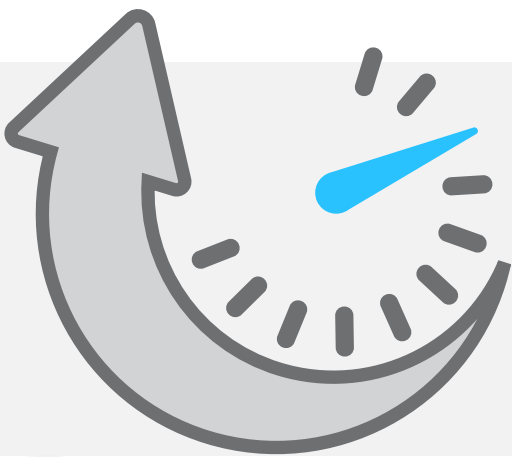


# 4 Reasons to Switch VoIP Providers

When any of these 4 key success factors aren't being met, it's time to find a new VoIP provider. Do any of these pain points sound familiar?



## UNRELIABLE NETWORK

Is your current network unreliable and costing you valuable revenue due to downtime?

### You should expect:

- A VoIP company to provide 99.999% uptime. Dealing with even 8 hours of downtime each year is unacceptable.

## POOR CUSTOMER EXPERIENCE

Did your provider deliver phones and then practically disappear?

### You should expect:

- A company that will fully manage your voice network so you aren't stuck playing the middle man with a software vendor.
- 24/7/365 expert support from a team of in-house engineers, even in the event of an emergency or during the holidays.



## INABILITY TO SCALE

Is your provider unable to give you a roadmap for future growth?

### You should expect:

- Your provider to work with you on a technology roadmap so it's simple to scale with your growth.
- To be able to place a simple call to your provider to bring quick changes like adding new lines.
- No up-front costs for adding lines.



## NONCOMPLIANT & NOT SECURE

Does your provider's solution leave you open to compliance issues & security breaches?

### You should expect:

- Highly trained and certified engineers should ensure your VoIP network is securely located in a restricted-access environment.
- To be able to request and quickly receive a system management report for compliance audits and general transparency.

