

# When to Switch VoIP Providers

We know that running a business comes with a whole bag of worries. We also know many businesses move to VoIP thinking it's the perfect solution to their communication problems only to find out that all VoIP is not created equal. So how can you tell when it's time to switch VoIP providers?

There is a lot to consider when it comes to your communication solutions that maybe at the beginning of your current contract hadn't even occurred to you. And now that you've had your time to get to know this service, you can definitely feel your current providers shortcomings. So, how exactly can you tell when you've outgrown your current solutions capabilities and that it's time to switch?

## **Remote Worker/COVID-19**

With the COVID-19 crisis, many business workers are working from home. Does your current telecom provider offer your business the opportunity to seamlessly communicate with your remote workers? Can you transfer calls to remote workers? Can you intercom remote workers? Do your customers have to call your workers cell phones? Is it just like working in the office, but spread-out? If not, there are many options available to your business . . . and some providers offer these options at no extra charge.

## **Subpar Service**

How your provider treats you matters. Great service is a huge factor when it comes to better VoIP solutions. This service should begin even before their sale to you is made by the provider being certain their network can handle your VoIP solutions. This is something that should be continuously worked on throughout your entire business relationship to assure you are receiving the support you need. That relationship and coverage shouldn't just end once the contracts signed. You deserve hand holding every turn of the way.

## **Service Outages**

Does your current VoIP provider offer Geo-Redundancy to ensure your communications stay alive in the event of a failure? Do they offer "Live Failover" to 4G-LTE in case of an internet outage? Even if you haven't experienced outages, what if . . . ? Maybe you experience a lot of jitter regularly. It may be time to switch VoIP providers.

## **Hidden Fees**

Many businesses end up going VoIP to help save themselves money when it comes to upgrading. But some VoIP providers end up slapping you with hidden fees that you weren't expecting. We believe transparency is key to building a good relationship with our customers. As a buyer you should always beware of



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hidden fees and extra charges you didn't see coming. These can tell you a lot about a businesses character and whether they're worth working with.

## Functionality

Communications are expanding. Technology has become so capable of not only improving your business communications but providing you with actual helpful options. VoIP no longer means only phone calls, but also adding great capabilities like mobile apps, video and SMS text messaging.

So many VoIP providers include voice services solely, but these options just don't cut it anymore. Your customers, and more importantly competition, are younger and more tech friendly than ever. Find a solution that gives you the edge you deserve.

## Is it Time to Switch VoIP Providers?

Does your current provider seem to be lacking? Are you looking to get more functionality and less down-time all packaged up with a beautiful customer service bow? We have the perfect solution to fit all your business needs.

We know you have options when it comes time to switch VoIP providers. If you're ready to move your business forward with a communication partner who will provide you with all the capabilities your business needs with 99.999% availability, then give Axxess Networks a call at **800.360.2000** or send us an email at [info@axxessnetworks.com](mailto:info@axxessnetworks.com)! We can't wait to hear from you!

