



# Things Your Hosted VoIP Company Doesn't Want You to Know



**The chief problem with most Hosted VoIP Companies is broken promises that cost you time, money and headaches.**

Deals are made, contracts are signed, checks are deposited, and the Hosted VoIP Company you've paid to maintain your service walks away – figuratively and literally – with your money.

All you have to show for your trouble is a one-size-fits-all solution and vague assurances of hands-on support. But the moment an issue arises, the support is nowhere to be found.

Today's Hosted VoIP Companies are not service companies; they're marketing companies pushing a low-priced recurring revenue service. And, they're counting on sales volume, not satisfied customers, to pad the bottom line.

After years of cleaning up the problems they leave behind, FlexIP Solutions put together this guide highlighting seven things they don't want you to know about their services. **We hope it will save you time, money and headaches when this guide comes to renewing your contract or sourcing a new provider.**

## 1 They oversubscribe your services by design.

The typical Hosted VoIP Company model is built on oversubscription. They don't evaluate your business and what it needs or customize seats according to users' job roles. They want you to license recurring services you're not going to use. They sell more bandwidth, more seats and more features than you need by design. **That's because loading you up with more seats and more features in those seats adds up to huge margins.**



**LET'S SAY** you have a health care office and need 35 extensions. The Hosted VoIP Company charges you \$20 per month (as advertised) for basic seats. Fully loaded seats with advanced Unified Communications (UC) features cost \$35. In an office like this, you probably need no more than five fully loaded seats, but your contract is written for 35 fully loaded seats.

That's a 58 percent markup for services you don't need, and that will never draw down on your provider's infrastructure. It's not an accident that it happens; it's built into Hosted VoIP Company business models.



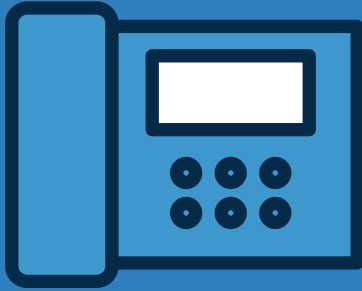
## 2 You're on your own for installation.

Here's one of the great ironies of working with Hosted VoIP Companies: You aren't in the telephone business, so you turn to a telephone company for service. They sell you a one-size-fits-all solution, which you hope is right (but it rarely is) and ship you a bunch of equipment that you have to install yourself, including:

- ✓ Plugging it in
- ✓ Programming it
- ✓ Labeling the components and extensions
- ✓ Testing and debugging
- ✓ Calling for help because something was either set up wrong or is challenging to figure out on your own

**Welcome to your second job as a phone tech.**

Remember: You paid for this!



### 3 Their support lines are phone-tree mazes with no local support.

Here's another irony for you: You're having trouble with your phone system, so you call your Hosted VoIP Company and get lost in their phone system.

Nobody does self-service phone trees worse than phone companies. They provide branches upon branches of decision trees that are unclear at best because they assume that you're versed in "telecom speak" and can navigate their prompts. Adding insult to injury, they also assume that you've diagnosed the cause of your problem, which is unlikely if you are asking for help to begin with. Still, you get to wade through a labyrinth of prompts to get an option to talk to a person.

When you do reach a live person, you realize the "fun" is just beginning. You almost certainly will be transferred, level by level through different people in different departments — most of whom are overseas and don't understand you well. If you're not "accidentally" disconnected, you might get to leave a number for someone to call you back. **That's 45 minutes of your life you won't get back, and your problem is still unsolved.**

### 4 They don't train you on your phone systems.

Sure, Hosted Phone Companies offer training, but only for customers with thousands of seats. It's frustrating enough to have to set up your phone system on your own, but once it's all set up, figuring out how to use it is a pain not just for you but for your entire company.

And if by chance your company orders enough seats for your Hosted Phone Company to be bothered with training, they only "train the trainer," leaving companywide training up to you.

As for training new employees? Not a chance. **Now, you're not only a phone tech but the phone system trainer as well.**



### 5 They don't guarantee response times.

Days. Weeks. Sometimes never. That's how long it takes to get help once you have reached a support desk or voicemail box and left your callback number. If you've experienced this already, you know that this is not an exception in the Hosted VoIP industry. It's the norm.

## 6 Single-call resolution is nonexistent.

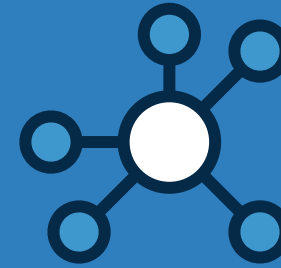
Let's say you've waded through all the challenges we've discussed so far. That means that you have:

- ✓ Called the provider's sales line (which, unlike their support desk, was answered johnny-on-the spot)
- ✓ Paid a lot more than their advertised special for more seats and service than you need
- ✓ Programmed, labeled, installed and debugged the whole thing yourself
- ✓ Figured out enough features to get basic functionality established
- ✓ Trained the rest of your company in how to use those basic features
- ✓ Developed an in-house training system to teach new employees how to use the features you've managed to decode

- ✓ Encountered a problem anyway
- ✓ Spent 45 minutes wading through phone trees and escalation desks just to leave your phone number so someone who knows how to help you can call you back
- ✓ Finally, days after leaving your number, you got a call back and discover...

It's going to take more calls. You'll need to talk to multiple departments - every one of them you have to call yourself - to get your problem resolved.

Again, if you've ever had a problem with your phone system, you know that being shuffled from call to call is not an anomaly. This is how Hosted VoIP Phone companies operate. **All of their money goes to sales and marketing. Support is an underfunded afterthought.**



## 7 There's no single point of contact for your service.

Hosted VoIP systems run over your Internet connection, which leads to a lot of finger-pointing when your connectivity fails. **Your Internet Company points to your Hosted VoIP Company, and your Hosted VoIP Company points to your Internet Company.** And, you're the "monkey in the middle," caught between them in what seems like a battle for who can provide the worst customer service. But that doesn't make the experience any less frustrating. And it doesn't get your communications back up and running.

If your Hosted VoIP Company really wanted to make sure your service works, they'd have you add them as a contact for your data provider so that they could deliver turnkey, single-point of contact for all of your services.

## It doesn't have to be this way

At FlexIP Solutions, we've helped thousands of companies just like yours get out of this cycle and back to focusing on their businesses.

Our Perfect-Fit Promise takes a holistic view of your company's needs and objectives and delivers a white-glove, fully managed communications solution that:

- ✓ Lowers your costs by delivering only what you need when you need it
- ✓ Delivers the most advanced features and customization in the market
- ✓ Scales affordably and reliably
- ✓ Enables fast and efficient multilocation and remote workforce management
- ✓ Offloads setup, training - and ongoing training for new employees - to our team
- ✓ Provides you with a true, single-point-of-contact for fast resolution of any issues you have. We even interface with your data provider, so you don't have to.



**LEARN HOW WE CAN GET YOU OUT OF THE PART-TIME PHONE COMPANY BUSINESS AND FULLY INTO YOURS.**

Contact a FlexIP Solutions specialist today!  
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