

TOP 5 FACTORS TO CONSIDER WHEN CHOOSING A VOIP SERVICE PROVIDER



FACTOR #1 SERVICE PLAN

While most providers offer unlimited domestic calls, they usually have extra charge for calls to Canada or Mexico. Do they provide BYOD, free setup or money back guarantee? What's the cancellation policy?



FACTOR #2 CONTRACT

Understand how long the contract will be. Typical contract terms include no early termination fees, pay-as-you-go, or even no contract needed.



FACTOR #3 SERVICE FEATURES

You would also want to look at their advanced service features including CRM integration, Cloud storage and management, unlimited extensions, advanced analytics, etc.



FACTOR #4 NUMBERS

Consult with your provider regarding keeping your old number, creating toll-free phone numbers or vanity numbers (spell a message in numbers) if you need.



FACTOR #5 TECHNICAL SUPPORT

Make sure they have post-sale support. How flexible is the support? What communication methods are available? How much does it cost?