






**BUSINESS PHONE – Copper or VOIP?**

January 15, 2016



**WHAT IS VOIP?**

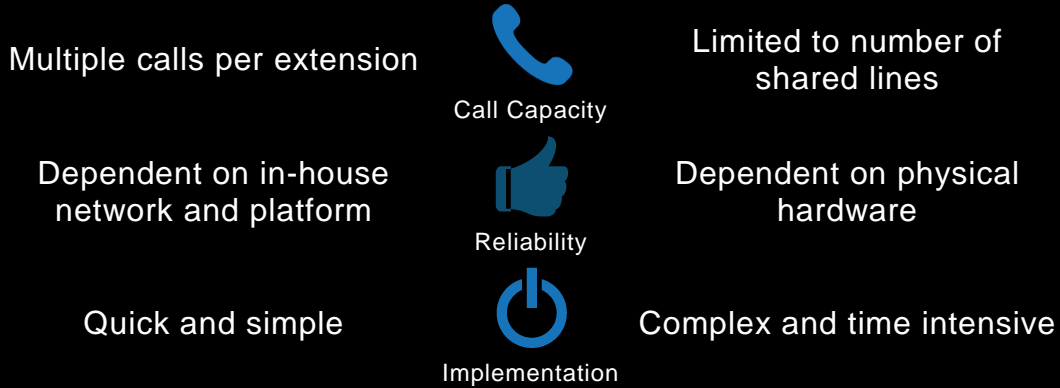
VOIP stands for Voice Over Internet Protocol. VOIP utilizes your Internet connection instead of your traditional copper phone line to talk. There are many pros and cons for both. Summarized below is a list of the differences.

VoIP		Copper Wire
Small monthly bill	 Cost of Ownership	Big one time bill
Monitored 24/7 by service provider	 Security / Safety	Customer assumes risk
Unlimited	 Scalability	Limited
Automatic updates (virtual)	 Features / Updates	Added at each customer location
Web-based user portal and IT provider for setup	 System Management	On location by technician

**Black Paper**

**BUSINESS PHONE – Copper or VOIP?**

January 15, 2016



VOIP offers many advantages over traditional phone systems. If VOIP is done correctly, you can save about 20% per month on your phone bills and have more features and capacity than you have now. If VOIP is not done correctly you could be experiencing low quality voice conversations, call drops while you are talking or downtime where phones are not working at all.

The biggest argument for traditional copper lines is reliability. Phones for businesses are essential services. Most people still require the companies they do business with to be available to call during business hours. With VOIP, there could be many reasons why your VOIP phone does not work:

- Your internet is down or having issues
- Your VOIP provider is down or having issues
- There is a configuration problem

**PROVIDERS**

There are many VOIP providers. At CAO we use these three companies for service, which one we use depends on what the needs of the clients are.



**Black Paper**

**BUSINESS PHONE – Copper or VOIP?**

January 15, 2016

It's important that you have your bases covered before taking the VOIP leap. Before you switch to VOIP you should know exactly how much you spend at the moment, how much you will save, is your internet connection sufficient, what additional benefits you will get, what features do you need and how long it will take to switch over. Contact our office for a free demo and see if VOIP will work for you.

We hope you found this Black Paper to be informative and helpful.

**Michael Schulz**  
Owner

**Ashley Fulks**  
IT Technician

**Chris Jeberg**  
Office Manager