

Cost Comparison - Repair, Replace or Go VoIP

From our experience we have noted that most people with a down phone system seem to want to know “How fast can you get a tech out here to service my system and get it working again” Followed by: “We are losing business by not having a working system - we need someone here ... now!” Replacing or repairing an old out-of-date phone system is not typically the best choice. Please read through these pages or go through them with your IP Office Techs representative.

This document will help you make the following choices:

- Have a tech come out to diagnose and repair the Nortel system
- Swap out the defective parts yourself (after watching our how to YouTube video)
- Get a temporary new voice over IP system (as little as \$200) Gives you time to make a decision
- Get a permanent new voice over IP system (as little as \$855 for 6 phones)

While we would be happy to diagnose and replace the defective component in your Nortel System, the following points should be taken into consideration:

- It takes time to track down a qualified onsite Nortel Tech in your area
- They may be based in a nearby metro area if you are rural. It costs money to travel to your site - more if they are farther away
- Skill levels vary
- Once the tech comes out, he or she will need to identify the defective component and it will need to be ordered. That's another delay with an additional trip charge and onsite service time.
- The replacement parts are not new. Nortel has out of business for close to 8 years now. The only parts available are from refurb houses or eBay. Refurb means the parts have been cleaned and tested. They are seldom warranties for more than 90 days, since these parts may be 8 years or often greater. Its like getting a car with 175,000 miles on it - you just can't tell how long it will last.
- After the replacement part is installed, the system may need to be completely programmed exactly the way it was before, or some of your staff will not be pleased. This initiates call backs when these items are discovered after the fact. We can modify the programming remotely over the phone and guide you with programming - at \$75 per half hour session. If you don't mind a more basic configuration that does the job, this is not an issue.
- Instead of having a local tech come out; you, someone on your staff, or your network consultant can replace the part. If interested, we'll send a YouTube video demonstrating the “swap out” process which, uses only three cables. The only tool needed is a screwdriver. This will lower the cost of the replacement significantly. (see estimates on next page) Usually, all that is needed is a screwdriver or two. We will then work with your person to make any programming changes, all done from a Nortel phone while we talk them through it on their cell phone.

There is another solution! Don't try to fix that older Nortel System, use our Rapid Deployment VoiP Phone System for under \$200. We can then turn this temporary solution into a permanent one if you find out you like the new features and funtionality of the phones.

As long as your Internet has sufficient bandwidth - and most businesses have plenty - replacing your Nortel Phone system with a Rapid Deployment VoIP Phone system makes financial sense. It also saves you time in getting your business back online and working with your customers.

The benefits and numerous - both cost and feature wise. Here are a few of the benefits:

- The first part of the system can be up and running within an hour or two. Calls will be routed by department to cell phones or groups of cell phones can ring at once. Voicemail to email as attachments will work. PCs with microphones or laptops can be put into service as virtual phones.
- We can overnight some standard desk phones to you - they use the same network cable as your pc to connect to the hosted phone system which is remote in our data center. We'll provide a diagram and video on how to connect them.
- You will have complete Caller ID, Voicemail, Forward to cell and many other features that your current Nortel system may not have.
- The system can easily be administered from a web browser and more techs know the ins and outs of these systems than an older Nortel
- The cost is very low - under \$200 to temporarily rent or as little as \$750 (plus shipping) to purchase and program - for up to 6 phones
- The system still works "In the Cloud" if you lose power or Internet access at your office

NOTE: *IP Office Techs primary business is Servicing and Installing Business Phone Systems, we take great pride in testing your network and deploying the phones so that they have practically no issues after installation.*

Let's for comparison sake, take a sample look at the two scenarios of "Getting a Working Phone System" from a cost perspective. The two options are "Replacing parts of your Current Nortel System" or "Going VoIP". The table shows pricing for a likely scenario where a service person is dispatched to diagnose, then repair the Nortel system, vs the cost of a permanent 6 phone VoIP phone system. The costs of a temporary VoIP solution are later in this document (for under \$200 for two weeks)

	Nortel or other Current System	Total	Rapid Deployment VoIP Phone System (permanent)	Total
First onsite service call to diagnose issue	150-300 for time on site 150 trip charge	\$300	N/A	
Replacement Main Cabinet or other part	Varies from \$395 to \$600	\$475		
Overnight Shipping (est)	For main cabinet (PBX)	\$150	For VoIP phones - will be much less if using std Ground	\$125
Second onsite service call	Replace gear and program as needed 2 hours + trip charge	\$450		
Additional	75 per half hour session - 2	\$150	Initial Programming and Setup	\$190

Programming	sessions		for 6 phones - self install phones	
6 Phones	Use current phones they typically are good		\$90 x 6 standard phones or less quantity	\$540
TOTAL ONE TIME		\$1525		\$855
Monthly Charges	No changes		Per month: but then you cancel the phone bill part of your current service, except fax lines - so the fees will basically cancel each other out	\$90

The Bottom Line: *You will pay roughly one half for a new phone system versus replacing the defective part of your current system. Plus you gain all the features listed on the previous page and new modern phones with fantastic digital HD voice quality. We will go over a closer review of your savings if you like.*

OR consider a temporary system...

Let's say you don't want to commit to a permanent replacement VoIP phone system or a Nortel repair at this time, but would like to think about it, get other quotes, or do some research on your own. Having a little breathing space is good at times like this. We have a solution for that too!

A Temporary VoIP Phone System

For 2 phones for two weeks the cost is **\$129 plus shipping**. That will get you enough time to decide what your company would like to do on a more permanent basis. Additional phones are \$20 per two week period. There is a minimum of two weeks. Additional two week periods can be requested.

Upon requesting the Temp System, same day, we will set you up with a System "In the Cloud". This allows us to route calls to an auto attendant or ring a group of cell phones, PC's or Laptop. We then ship you the requested number of phones and provide a connection diagram or YouTube video on how to do the simple connection. You will need a working network jack and a power outlet at each phone location. The phone can share a network jack with a PC or Printer.

If you do not want the deskphones and only use cell phones and apps on PCs and Laptops, the 2 week charge is **\$69 and no shipping charge**. Additional two week period can be added on request

For either method, we will provide you a phone number. You will tell your phone line provider to forward your main number to the one we give you.

If you decide to keep the phones or make it a permanent install, we will arrange to have the phone numbers moved permanently to the new Cloud Based service.

We look forward to serving you! By using one of our temporary VoIP solutions you will also get an example of our exemplary service, any changes are included in the pricing.

We specialize in phone systems, and are not a big box cable provider or phone line company providing phone service as an add-on profit center. We understand business telephone communications - let us prove it!