

## Telephone FAQ

Will a VOIP phone system reduce my monthly long distance bill?

No. Companies like Vontage and Skype use VOIP technology to provide discounted long distance service, but this has nothing to do with your VOIP phone system saving you money. However, it is now possible to connect to these types of long distance services with your business phone system if you like. TSAChoice can help you decide if this makes sense.

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How do I know if my existing data network will support VOIP?

It is rare to find a data network that is totally prepared to support voice. VOIP phones require AC power at every phone location or you will need to install Power over Ethernet (PoE) data switches in the place of your existing switches. Routers will need to support Voice Prioritization to make sure that network data doesn't degrade the quality of your voice calls. Category 5 cable and minimal 100 mbps network data speed is required at all phone locations. TSAChoice can provide you a complete network assessment to verify that your network is voice-ready.

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How long will my phones be down when installing a new system?

No time at all. TSAChoice installers pre-build and customize your new system to exact specifications before installing it on site. Your lines will be cut over with very little, if any work interruption.

I'm hearing a lot about VOIP telephone systems. Will a VOIP system cost less than a normal digital system?

VOIP is certainly a hot technology, but it is rarely less expensive on the front end than the more traditional digital systems. However, VOIP systems can save customers money in the long run in several ways: a)Reduction in cabling cost. With a VOIP system the telephone and computer share a common network connection. b)Reduction or elimination of costs to move phones. With VOIP, phones retain all of their programming when moved. c)Reduction in toll and connectivity cost between multiple sites.

Since voice and data can share a common connection pipe with VOIP, this is much less expensive than maintaining one pipe for voice and one for data. There are also many soft savings with VOIP that relate to the additional functionality and features that come with the technology.

Can I easily move my new phone system to another location?

Sure.

Once the new building is wired for phones, moving the system is a snap. We can move and rearrange existing units depending on your business needs.

What happens if I outgrow my system?

Many times the phones can be reused when moving to a larger system which means that only the key service unit will need to be replaced. Depending on the age of the equipment, TSAChoice can offer you a trade in allowance of up to 80% of the original equipment cost towards the purchase of a larger system- if the system has been maintained under a Comprehensive Service Agreement.

What happens if lightning strikes my building and damages my system?

Generally, your insurance will cover these losses—less a deductible. However, TSAChoice does offer a “no-cost” repair guarantee for systems damaged by lightning and covered by our optional Lightning Protection Plan. Ask your sales representative for more information.

How long will it take to get replacement parts if one fails?

TSAChoice has over half-a-million dollars worth of parts and service spares on hand to minimize our customers’ down time. Since our service plans guarantee you a 2-hour emergency response time or we pay you \$500, normally we will have you back up and working very quickly. This is one big advantage for doing business with TSAChoice over some of our smaller competitors.