

# Hosted PBX: Total Cost of Ownership

## Considering a Hosted Solution

Maybe you're ready to take your business to the next level. Maybe you're looking for ways to streamline communications. Or, take advantage of new technologies in voice and data integration. Thinking of buying your own PBX? Sure that you can't afford one? Either way, you may be surprised to discover that Hosted PBX offers more convenience, flexibility and reliability than traditional PBX and is the most cost-effective solution for any business — even small companies that don't think they can afford it.

### Initial investment:

- **Dedicated space** – Hosted PBX requires minimum space and no hardware, computers or servers to install.
- **Equipment purchase** – The estimated upfront cost of PBX equipment is \$1,000 per user. And this cost applies to every seat you add. Some vendors require you to buy seats in blocks of eight. With hosted PBX, you buy no equipment and your upfront costs are minimal. All equipment maintenance is covered by FairPoint with your monthly recurring charge.
- **Installation** – You either have to pay the vendor to install the equipment or have your own IT/selected employee do it — which costs you productivity and resources. With hosted PBX, there is nothing to install yourself.

### Ongoing maintenance/upkeep:

- **Upgrades** – With Hosted PBX, required upgrades are included and seamlessly performed with no interruption to your business.
- **IT personnel** – No dedicated staff is needed to maintain or monitor hosted PBX. Maintenance, upgrades and monitoring is handled by FairPoint, so you can focus on managing and growing your business.
- **Monthly costs (licensing and proprietary use, electricity bills)** – Hosted PBX carries no additional licensing or proprietary costs.
- **24/7 support** – With a hosted PBX service, you can contact a FairPoint representative anytime to receive quick, comprehensive help for any question or concern.

### Value over time:

- **Depreciation** – If you invest capital in your own PBX system, the purchase goes on your books and costs your company as it depreciates.
- **Obsolescence of technology** – When you commit to purchasing your own PBX, you take on the additional expense of keeping it up-to-date. As technology develops, you will have to overhaul or replace your system to stay current. Hosted PBX is future proof and keeps you on the cutting edge. As FairPoint software is updated, so is yours.
- **Growth and scalability** – Hosted PBX allows you to easily grow and scale your system as your business needs change and grow.

## More ways you save with Hosted PBX:

Predictable monthly cost and competitive unlimited local and long-distance calling plans

Typically lower monthly phone bills

No long-distance or per-minute fees

Business-class features all included with service plan

Maximum security and reliability

Quality connection over our robust softswitch network and highly meshed data network

## The best of the best

When compared with traditional PBX, it's clear — Hosted PBX provides the most feature-rich, reliable and cost-effective telephony solution for small, medium and large businesses. FairPoint takes the benefits of this technology even farther with delivery of hosted PBX services over our private Ethernet connection.

At FairPoint, we don't just sell products and services — we listen, learn and help you develop the kinds of solutions you'd create yourself if you had decades of telecom expertise and enough time to focus on optimizing your telecom plan. Whatever your communications need, we can help.

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