



M2TX LLC  
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## Voice over IP (VoIP) Phone System

Unlike traditional phone systems there is no physical system “box” instead the phone system is a software program that runs on a server (the server needs a high quality 24/7 internet connection). The server software is licensed per year and allows for an unlimited number of extensions.

Each phone plugs in to any internet connection making setup simple. Multiple locations, remote locations, and moving locations are also similarly simple because the phones only need an internet connection to work. An app can also be installed on an iPhone or Android to allow for a phone extension that goes with you anywhere.

With a VoIP phone system there are no phone lines in the traditional sense. Each phone number costs about \$5/month and you can have as few (or many) as you want. Calls to and from outside phone numbers are billed per minute which means the number of simultaneous calls the system supports is not tied to how many phone numbers you have. As an example: if you have a single phone number and someone calls, the phone rings. If a second person calls while you are on the first call, the phone rings again. In fact, 2 or 3 or 5 (etc.) people could call at the same time and they would all get through and none would receive a busy signal.

Because each desk phone connects over the internet calls from one extension to another are always free regardless of where the extensions are located. As an example, calls from an extension in Florida to an extension in Texas are completely free. The only calls that incur a cost are the ones to/from the public telephone system.

Faxing in the VoIP world is a bit different. Incoming faxes are automatically converted to a PDF and sent to an email address. VoIP is not good at outgoing faxes so for those times when you can't email someone and have to send them a fax you'll need a fax service. GotFreeFax.com is a good service for occasionally sending a fax while DuoFax.com if you still have a need to send frequent faxes.





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## Phone System Setup Costs

System setup costs include purchasing the physical phones, programming the phones for use with the system, and configuring the system to operate how you want. Phone choice mostly comes down to personal preference and there are many options available. Below are some favorites, but other options are available. Configuration and programming are billed by the hour.



### Yealink T57W - \$295.00

Simple to use phone that provides an enriched HD audio for business professionals. Features a 7-inch adjustable multi-point touch screen, integrated Wi-Fi and Bluetooth. 27 “soft keys” can be programmed with functions like call parking, extension speed dialing, voice-mail transfer, and intercom paging.



### Yealink T54W - \$195.00

Easy to use phone with a 4.3-inch color screen, HD audio, built-in Wi-Fi, and Bluetooth. Three pages of 7 “soft keys” (21 total) can be programmed with functions like call parking, extension speed dialing, voice-mail transfer, and intercom paging.



### Yealink T53 - \$149.00

Cost effective IP phone with intuitive user interface and HD audio enables rich, clear, life-like voice communications. Three pages of 7 “soft keys” (21 total) can be programmed with functions like call parking, extension speed dialing, voice-mail transfer, and intercom paging.



### Yealink CP960 - \$695.00

Enterprise-grade conference phone for mid-and-large-sized meeting rooms. With the outstanding speakerphone elements, the CP960 sets new standards for sound quality and immerses conference participants in every discussion. Marrying a wide range and dead-zone-free voice pickup with Yealink’s Noise Proof technology, the CP960 is the perfect match for day-to-day business conference conversations.

- Note - M2Texas charges \$250/hour for configuration, programming, and general support.



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## Phone System Recurring Costs

Recurring costs include the 3CX phone system license, hosting server, and VoIP phone service (commonly called a SIP trunk). Self-hosting is possible with an appropriate server and internet connection. Telephone service (SIP trunk) must be purchased independently. FlowRoute is the telephone service provider used by M2 Texas and we are happy to get you setup with them or provide flow-through billing.

3CX - 8 Calls - \$395/year

Phone system software license allows up to 8 simultaneous calls at once, voicemail, fax to email, and unlimited phone extensions. Includes automatic software updates and security patches.

3CX - 16 Calls - \$795/year

Phone system software license allows up to 16 simultaneous calls at once, voicemail, fax to email, and unlimited phone extensions. Includes automatic software updates and security patches.

3CX - 24 Calls - \$1,195/year

Phone system software license allows up to 24 simultaneous calls at once, voicemail, fax to email, and unlimited phone extensions. Includes automatic software updates and security patches.

3CX - 32 Calls - \$1,795/year

Phone system software license allows up to 32 simultaneous calls at once, voicemail, fax to email, and unlimited phone extensions. Includes automatic software updates and security patches.

Hosting Server - \$600/year

Hosted in Dallas data center with multiple redundant internet connections and backups every 15 minutes.

Phone Number  
About \$5/month

Phone numbers are available in most area codes and in many exchanges, but not all. Existing phone numbers can be ported for a one-time charge of about \$10.

Phone Calls  
About \$0.02/minute

All calls to/from telephone numbers are billed by the minute and the cost per minute depends on the phone number dialed.

- Note - gotfreefax.com is recommended for sending faxes.