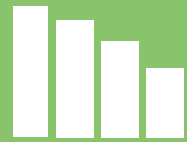


Pricing Guide

Business VoIP Systems

Here's What We'll Cover



Pricing
models



Pricing
ranges

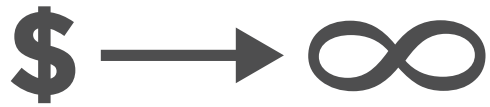


Unexpected
costs



Pricing of
popular systems

Two Common Pricing Models



Perpetual

An upfront sum to buy the system and use it in perpetuity. This model applies to buyers of on-premise PBX phone systems.



Subscription

A monthly subscription fee for use of the service. This model applies to hosted PBX systems.

Comparing Costs by Pricing Model

Upfront costs

Recurring costs

Other costs

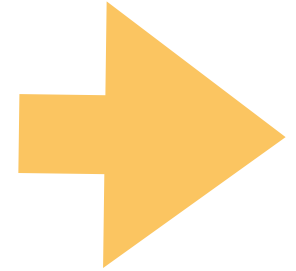
Perpetual



HIGH



LOW



MEDIUM

Subscription



LOW



HIGH



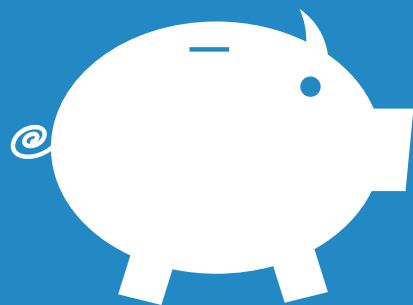
LOW

Perpetual Pricing Model



Upfront costs

- On-premise PBX hardware
- Customizations
- Installation/setup
- Additional users/concurrent calls
- Handsets

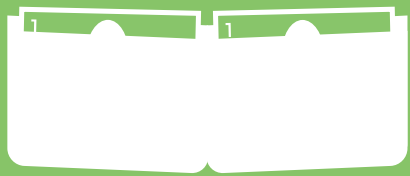


Recurring costs

- Maintenance (updates, patches & upgrades)
- Premium support services
- Calling and toll charges
- Trunk charges

 Vendors often limit the number of extensions, users and concurrent calls. The cost for increasing these can be significant.

Subscription Pricing Model



Upfront costs

- Handsets
- Installation/setup
- Integration with existing systems



Recurring costs

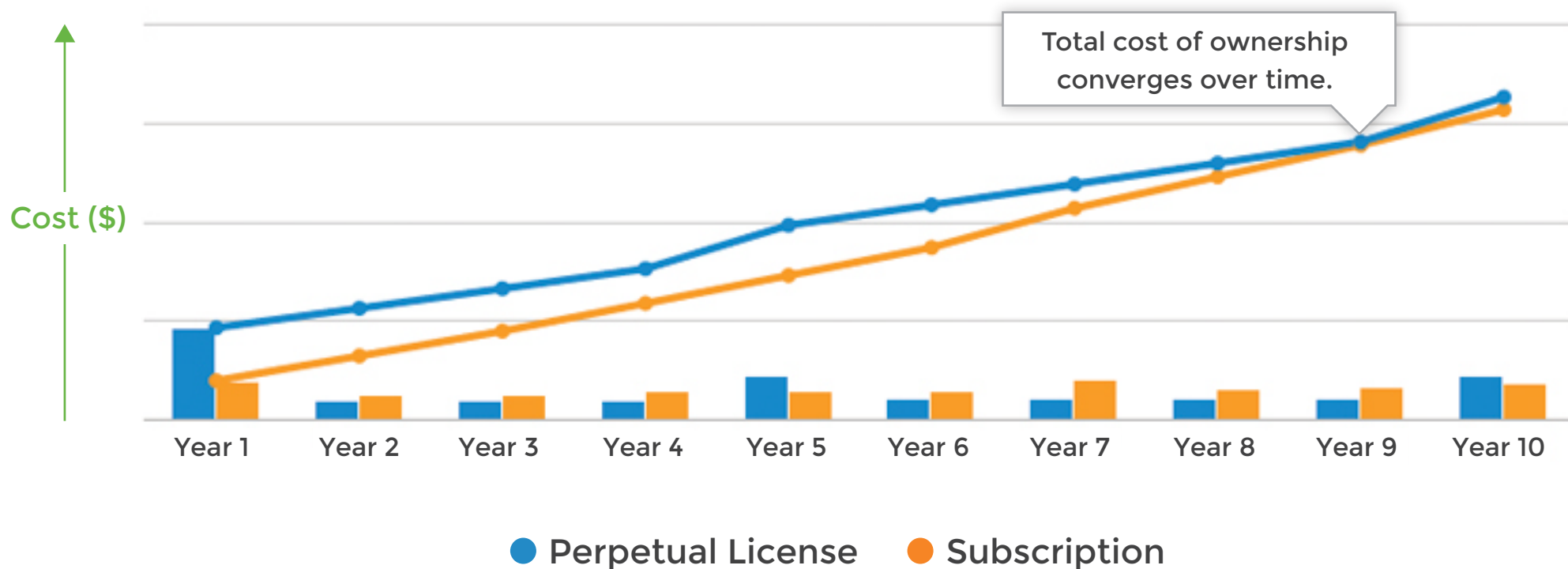
- Subscription fee
- Calling charges
- ISP and trunk charges



Vendors often limit the number of calling minutes per month. The charges for exceeding these limits can be significant.

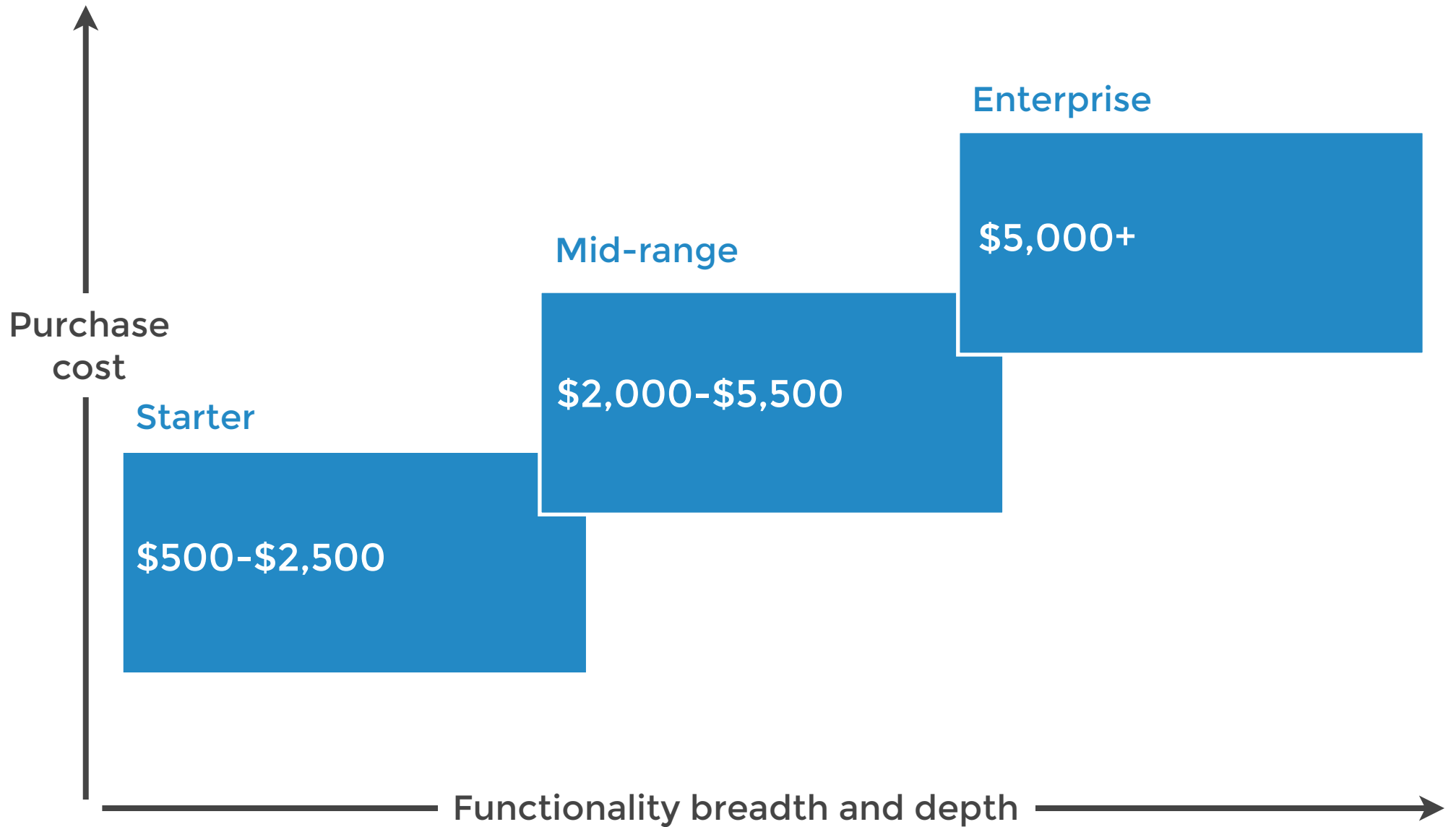
Total Cost of Ownership

While a perpetual license may cost more upfront, the total cost of ownership typically converges with subscription packages over time.

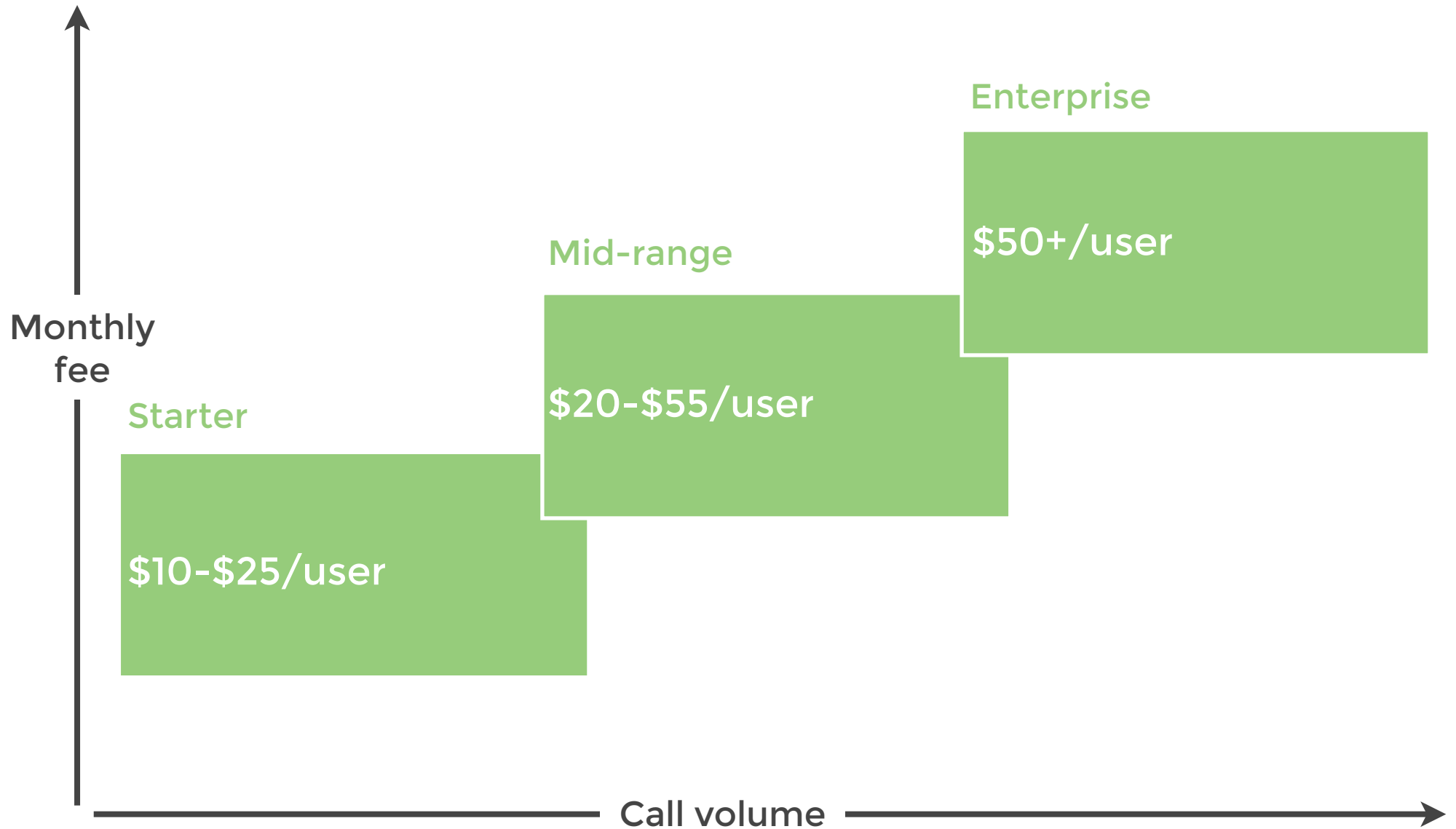


Visit our [Total Cost of Ownership Calculator](#) for a more detailed estimate.

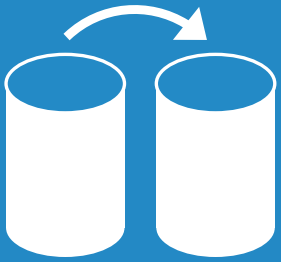
Perpetual Model Price Ranges



Subscription Model Price Ranges



Often Overlooked Costs



Redundancy

On-premise PBXs have higher redundancy costs, though redundancy prevents downtime.



Training

Often web-based training is included, but vendors will charge for in-person training.



Hardware

This can be a major expense for buyers needing new handsets, upgraded LANs, etc.