



Understanding FreedomIQ Trunks and Call Capacity

>> How They Bill

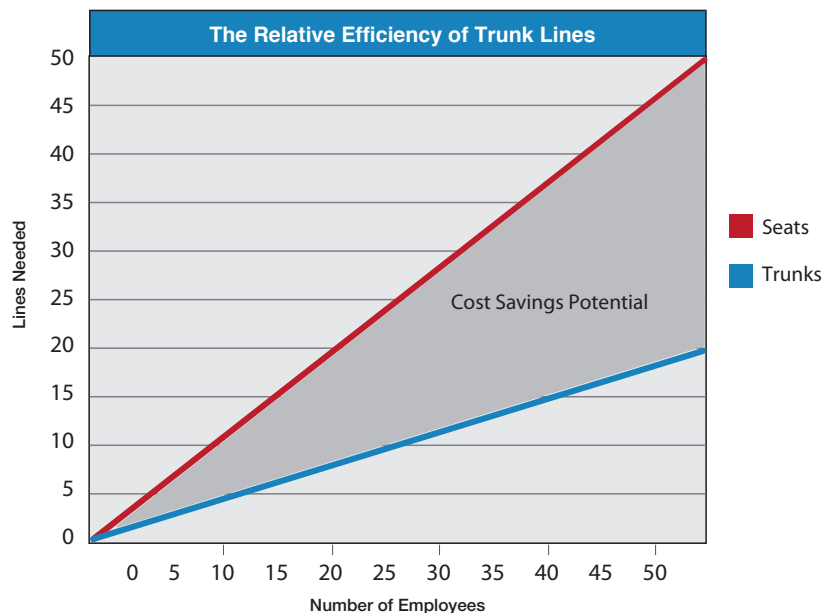
Many business VoIP service providers charge their customers an excessively-high monthly fee per employee, or 'seat', in their company. Unfortunately for most businesses, this can mean overpaying for service.

Wrapping your head around exactly why this is bad for your business can be a bit tricky. The key is to see that, to the service provider, one of your employees being on the phone versus another makes virtually no difference. If John picks up the phone and makes a call, and after he hangs up Sarah does the same, that's really no different to the service provider than if John made both calls in sequence. Except that under 'seat' billing, you'd be paying top dollar for both employees to make calls.

Even at times of peak call traffic, most businesses will only experience some small fraction of their employees on the phone at any given time. Capacity, and what it says about your typical usage, is what is really important. Think about how many of your employees make only a few dozen calls in a given month. Should you really be paying full price for the privilege of having a phone at their desk?

>> How Do 'Trunks' Help?

An easy way to think about a FreedomIQ Trunk Line is that each represents the capacity for one inbound or outbound call on your phone system at a given time. For example, even if you have twenty employees in your business, you may only have at most eight simultaneous calls, and therefore only need to pay for that many Trunks. This gives you the freedom to closely match what you pay with what you actually use. A good rule of thumb for most businesses is 2 to 3 employees per Trunk – and that can add up to a tremendous cost savings.



» Do All Types of Calls Count As Trunks?

There are a handful of call exceptions that don't count toward your capacity and help keep Trunk Lines a good measure of actual simultaneous calls. Here's a list of calls that don't use a Trunk:

- Extension-to-extension calls from a FreedomIQ phone. (including conferencing into a live call)
- Calls to a FreedomIQ DID from a FreedomIQ phone. (including conferencing into a live call)
- Calls using the Messages button to check voicemail from a FreedomIQ phone.
- Call Waiting for incoming extension-to-extension calls from a FreedomIQ phone.
- Call Waiting for incoming calls to a FreedomIQ DID from a FreedomIQ phone.
- Broadcasting using the FreedomIQ intercom feature.

» What Happens If I Go Over?

Call capacity may sound a bit rigid – but at FreedomVoice we're all about flexibility. By enabling the Overflow Protection feature for your FreedomIQ system, you don't have to worry about occasionally going over the number of Trunks on your service. With Overflow Protection, we'll look back at your call volume peaks each month and use a very forgiving rounding mechanism to ignore incidental overages. Only if you significantly exceed your subscribed Trunks will we use Overflow Trunks to cover the gap. It's worth noting that Overflow Trunks are billed at a slightly higher rate than normal Trunks, so it's in your interest to add more lines if you find you're consistently going over your capacity.



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