

# Switchvox Cloud® vs Vonage™

**All features, every user.** With Switchvox Cloud, you get contact center features, mobility, call control, and collaboration tools included with every user – for the same price. Switchvox Cloud is a hosted phone system that delivers the customer experience your business demands at a price point you can afford.

**Straight-forward pricing.** Most hosted phone systems are one-size-fits-all products that offer little or no room for flexibility. And stacked pricing means you pay more for “add-on” features that are business-critical. With Switchvox, you get every feature for every user without complicated pricing models.

**Deploy how you want.** Switchvox Cloud eliminates having to migrate to a completely new system or invest in a costly and time-consuming forklift upgrade if your company outgrows its hosted deployment. You can move seamlessly from Switchvox Cloud to on-prem (or a hybrid solution) with no change to your user experience.

**Simple Call Management.** Every Switchvox Cloud user gets Switchboard – a fully customizable, interactive productivity tool that gives users a bird's-eye view into the phone system with features like click-to-dial, visual voicemail, see and change status and much more!

**Un-matched customer experience.** With 100% US-based support, Digium maintains 24x7 Customer Support for all Switchvox Cloud customers. Need on-site assistance? No problem. We will be happy to introduce you to a Switchvox Cloud partner to assist with onsite implementation.

**End-to-end solution.** With Switchvox Cloud, you have the option to use Digium IP phones. Engineered and designed to work with Switchvox, Digium IP phones give you robust features like status, call queue, visual voicemail apps, and visual parking lots. You can purchase the phones outright, or choose to take advantage of our **rental program**.

**Try before you buy.** Take advantage of our **30-day risk-free trial**. If you like the service, we'll expand it for your company size and you'll be on your way. Decide you need to think about it, just return any trial phones to us within 10 days and you won't be charged a dime!

**All features are *not* included.** Vonage advertises that there are over 40 features included with their service, but these are very basic features (such as call transfer and call waiting). Almost every advanced feature is available at an additional cost such as call recording, conferencing, CRM integration and call monitoring (to name a few).

**Vonage has a complex pricing structure that ranges from \$39.99 to \$64.99 per user.** The final customer price is determined by the size of the customer. The advertised pricing is misleading as it is only offered for customers with more than 5 seats and there are several pricey “add-ons” that only drive the cost even higher!

**Vonage only offers a Cloud solution,** thus limiting their customers to expensive upgrades when a hosted system no longer makes the most sense. Not to mention the fact that they would need to rebuild every extension, IVR and call queue from scratch!

Vonage does offer a free, software app to use along with their extension but **customers have to maintain updates as they become available.** Customers also require Microsoft plug-ins in order to install the desktop app. You can add other plug-ins to the desktop app, but most of them require a monthly fee *on top of service fees*.

**Vonage offers limited customer support hours.** If you have an issue that arises between the hours of 8am to 2am EST Monday through Friday, you should be able to reach someone to get the problem resolved. Outside of that, you could be on your own.

**Vonage relies on third-party phones to integrate with their service.** The Support team does not have intimate knowledge of all components of these phones. Vonage, therefore, is *not* capable of providing an end-to-end cloud service that ensures an optimized user experience.

**Vonage does not offer any type of free trial** to test the service to make sure it is a good decision for your business. A free trial allows users to see the value of the service and to influence their buying decision. Would you buy a car without test-driving it? Didn't think so.



**Sounds too good to be true? Schedule a live demo and see for yourself!**

[phonewire.com/switchvox](http://phonewire.com/switchvox)  
**1 (877) 877-9473**

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