



# The 2025 VoIP Buyer's Guide for Small Business

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How Utah companies cut costs, improve call quality, and stay compliant—with help from 911 IT

Sales: 801-997-8000 • Web: [911it.com](http://911it.com)



## 1) Why Utah Small Businesses Are Switching to VoIP

Modern VoIP replaces expensive, inflexible phone lines with cloud calling that works anywhere—office, home, or on the go. With the right design and support, you'll get clearer calls, lower costs, and less downtime.

### What changes when 911 IT runs your phones

- Local, accountable support from a Utah-based team
- Crystal-clear call quality via proper network/QoS setup and monitoring
- Security & compliance built in, including E911 and industry requirements
- No-hassle migrations, number porting, and end-user training

## 2) The 7 Must-Have VoIP Features (and how 911 IT delivers them)

Feature	Why it matters	How 911 IT implements it
E911 Compliance	Faster emergency response; required for MLTS.	We configure direct 911 dialing, notifications, and dispatchable location—and test it.
Smart Call Flow (IVR, time conditions, queues)	Fewer missed calls; professional first impression.	We map business/after-hours logic, build menus, ring groups, and holiday routing.
Anywhere Apps (desktop & mobile)	Keep teams reachable without sharing personal numbers.	Secure softphones with company caller ID, presence, and quick transfer.
Voicemail-to-Email/Text	Speeds response and triage.	Deliver to shared mailboxes/tickets; retention aligned to policy.
Call Recording & Analytics	Training, QA, and compliance.	Role-based access, encrypted storage, clear retention windows.
Microsoft 365/CRM Integration	Shorter handle times; better records.	Click-to-dial, screen pops, and Teams/Outlook presence where appropriate.
Resilience & DR	Outages shouldn't stop revenue.	Dual-path internet guidance, LTE failover, and prebuilt failover routing.



### 3) How to Compare VoIP Providers (and spot red flags)

#### Ask every vendor:

- How do you ensure E911 compliance? Show test results.
- Who designs and updates my call flow?
- What's the SLA and real support speed (Utah-based? 24/7?)
- What's the total monthly cost (seats + taxes/surcharges)?
- How do you handle security (TLS/SRTP, admin access, audit logs)?
- What does migration look like (porting, training, cutover plan)?

#### Red flags:

- Long-term contracts you can't adjust
- DIY E911 or no proof of testing
- Hidden fees and confusing bills
- No DR plan (no alternate routing during outages)

### 4) Compliance & Safety: E911, Kari's Law & RAY BAUM'S Act (Plain English)

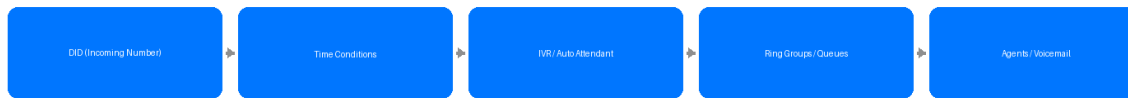
Kari's Law: Users must be able to dial 911 directly—no prefix—and your system must notify a central location when 911 is dialed (front desk/security). Applies to MLTS installed after Feb 16, 2020.

RAY BAUM'S Act: 911 calls must transmit a dispatchable location to the PSAP: validated street address plus building/floor/suite/room.



## Visuals & Checklists

HighLevel VoIP Call Flow



### E911 Compliance: What We Validate

- ✓ Direct 911 dialing from every phone/softphone (no prefix)
- ✓ Onsite/offsite notifications when 911 is dialed (front desk/security)
- ✓ Dispatchable location sent to PSAP (address + building/floor/suite)
- ✓ Valid callback number presented
- ✓ Annual revalidation & documentation for audits

## 5) Pricing, Taxes & ‘Mystery’ Fees—decoded

Your monthly phone bill often includes regulatory taxes and surcharges beyond per-user licensing. Common line items include Federal/State USF, Regulatory/Cost Recovery, and E911 fees. We help you understand and optimize these costs up front—our audits flag waste and uncover savings opportunities.

## 6) Migration without downtime: our 30-Day Plan

### Week 1 – Assess & Plan

- Number inventory, DID mapping, call-flow workshop
- Network/QoS readiness check and remediation plan

### Week 2 – Build & Configure

- Tenant build, extensions, IVR menus, queues, business/after-hours logic

### Week 3 – Test & Train

- Test calls, E911 validation, pilot group; user training resources



## Week 4 – Port & Cutover

- Number porting, go-live support, rollback safety net

## 7) Security for Voice (because phones get hacked too)

- Encrypt signaling/media (TLS/SRTP) and enforce strong admin auth
- Limit exposure with IP allow-lists and least-privilege roles
- Monitor call patterns to catch toll fraud early
- Document change control and keep audit logs

## 8) Quick-Start Readiness Checklist

- Internet & Network: Enough bandwidth + QoS configured
- Numbers & Routing: Current carrier list, DIDs, who/where calls should ring
- Call Flow: Business hours, after-hours, holidays; IVR prompts ready
- Training: Who needs desk phones vs. headsets vs. mobile apps?
- Compliance: E911 addresses and notification recipients confirmed

## 9) The 911 IT Advantage (why local matters)

- Utah-based team that answers the phone and resolves issues quickly
- All-in-one support across phones, network, and Microsoft 365—no finger-pointing
- Predictable costs and no long lock-ins
- Proactive improvements as your business grows

## Free VoIP Bill & Network Audit

We'll (1) decode your current bill, (2) verify network readiness, and (3) identify savings—no obligation.

**Call Sales: 801-997-9444 | Visit: [911it.com](https://911it.com) and schedule a call with one of our specialists today!**

