

FAQs

Hosted Phone Systems



What is hosted PBX?

A hosted PBX is a Private Branch Exchange (PBX) that is delivered by a 'hosted' service. An outside provider (e.g. Emerald) 'hosts' your PBX system and provides the physical servers and services to run your phone network.

How much does it cost?

The cost depends on how many users you have but you only pay for what you need which is why you have more control over your costs. Typically, you make a monthly cost for the service.

Can I use my existing internet service?

Yes, but you need to check if your internet supply works well with the system and the amount of scale, calls and services you require. If your internet supply doesn't work well with it, you'll need to upgrade your internet to one that's faster and has better broadband and bandwidth. Here at Emerald Group, we can help you with this.

How much internet bandwidth do I need?

This depends on what you want to use your system for. The minimum speed for PBX calls is between 90kbps (kilobits per second) to 156kbps.

Is hosted PBX better than on-premises PBX for my business?

It depends on what you want from your business. If you prefer to have all your equipment on site, on-premises is better for you. If you prefer someone else to take care of it for you, a hosted PBX system is better suited and is more cost effective.

What are the other names for hosted PBX?

Virtual PBX, Cloud PBX and hosted voice are all other names used/associated with it.

Is a hosted phone system expensive?

As you have no worries about capital outlay, you can enjoy greater cost control whilst enjoying all the benefits that hosted telephony has to offer. You will normally pay a simple and affordable set fee every month to access the services, which will assist you with budgeting. Any calls made between your offices are normally free, and any hardware-related costs you do need to pay will be minimal.