

Appia White Paper Explores the Dos and Don'ts of Hosted VoIP

The benefits of a hosted VoIP phone solution can be compelling, but companies and organizations of all sizes should pay close attention to at least five crucial dos and don'ts.

PHILADELPHIA – June 1, 2010 – Appia Communications released a new white paper today listing five important dos and don'ts for companies and organizations considering — or already using — Voice over Internet Protocol (VoIP) for their phone service.

Appia is a nationwide provider of remotely-managed communication and networking services, including hosted VoIP. Entitled “The Dos and Don'ts of Hosted VoIP,” the new white paper is in response to feedback from organizations across the country, said Victor von Schlegell, Appia's president.

“About 50 percent of U.S. businesses have already adopted VoIP, but we still run across misconceptions, even among current VoIP users,” von Schlegell said. “We distilled what we have learned down to five tips that will help organizations ask the right questions and get the most out of a VoIP deployment.”

The tips include important information about premise-based versus hosted phone systems, ways to maximize current investments in phone services and equipment, and the levels of flexibility and support that should be required of a hosted VoIP service.

“The Dos and Don'ts of Hosted VoIP” can be read and downloaded for free in its entirety at www.appiaservices.com/pages/white-papers/.

For more information about Appia, including its full suite of communication and networking services, partnership opportunities, customer case studies and more, please visit www.appiaservices.com or call 877-277-4297.

About Appia Communications

Appia Communications is a leading provider of managed communication and networking services, with a focus on small and midsize companies and organizations. Appia's solutions help customers minimize capital investments, reduce costs, enhance employee productivity, improve customer care, and compete more effectively against much larger enterprises.

Headquartered in Traverse City, Michigan, Appia serves markets nationwide, with operations in Boston, Chicago, Detroit, Houston, Indianapolis, Los Angeles, New York, Philadelphia, San Francisco and St. Louis. *(continued on next page)*



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Appia has been recognized as one of America's fastest-growing private companies (*Inc.*, 2007-09); one of the fastest-growing solution providers in the technology industry (*CRN*, 2009); and one of the top managed service providers in the world (*MSPmentor*, 2009-10). Appia has also been named one of the 2010 Michigan 50 Companies to Watch by the Edward Lowe Foundation.

For more information, please visit www.appiaservices.com or call 877-277-4297.

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