

AMJ Campbell

In an effort to reduce our monthly telecom costs, AMJ Campbell started a few years back looking at VoIP solutions in the market. We decided on a hosted IP system (not from Fibernetics) that promised great savings and all the features we needed.

It was a mess from the day we switched over. It was terrible, we went through 4 months of hell during our busy season.

We made the switch back to traditional copper phone line services and I swore I would never go back to VoIP.

In June of 2011, through a business acquaintance, I heard about the Fibernetics Newt Managed Digital PBX. I was skeptical having been through such a poor previous experience with VoIP, however, Fibernetics came highly recommended, so I decided to check them out.


They provided lots of references. Instead of doing the traditional checking of references, I would call and speak directly to the receptionist and or employees that answered the phone, etc. As my father once told me the proof is not in the pudding but in the eating of it. Everything checked out, and the business case was strong enough that we made the decision to move forward with Fibernetics.

The Fibernetics experience was smooth from the beginning. They really made it easy for us and our staff. People are always reluctant to change, but the level of training provided made it very easy for our staff.

We've had no issues at all since installing. The Fibernetics PBX lived up to all of its promises; I believe this hybrid system is the reason why VoIP worked the second time. We have reduced our costs significantly, and are in the process of adding other locations across the country to this system.

From a business impact point of view, in addition to all of the most advanced features available included, we've enjoyed the unlimited managed conference bridges and the seamless mobile integration, at no extra cost!

Sincerely,



Leonard Malley

AMJ Campbell

Cambridge, Ontario