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To Whom It May Concern,

We have used both **3CX** and **Microsoft Teams Phone** in our environment. Based on our firsthand experience, **3CX has been the clear winner** for our organization.

Microsoft Teams Phone – Our Experience

While Teams is a powerful collaboration platform, we found it to be a poor fit as a primary phone system for our needs:

- Teams felt cumbersome and unreliable for basic phone functionality.
- Call issues were frequently attributed to configuration problems or required client/firmware updates, which disrupted day-to-day use.
- Due to our security and password policies, users were repeatedly forced to re-authenticate, re-enter credentials, or deal with expired sessions.
- Some of these issues could be bypassed, but doing so would have required additional licensing or consulting costs.
- Because we are not a heavily remote or chat-centric organization, Teams' collaboration strengths did not add value to daily operations.
- In practice, Teams made simple telephony unnecessarily complex.

3CX – Our Experience

3CX has been simple, stable, and extremely reliable:

- Excellent and consistent call quality.
- Strong mobile app performance.
- Minimal hardware requirements.
- Straightforward administration without constant login prompts.

ATG Support

Applied Technology Group (ATG) has provided strong support throughout our implementation and ongoing use of 3CX, responding quickly and effectively when assistance was needed. The technicians are knowledgeable and friendly & show sincere care in solving the problem.

Bottom Line

For organizations like ours that prioritize reliability, simplicity, and call quality, 3CX is a far better fit than Microsoft Teams Phone.

Sincerely,

Andrew Drummond