Introduction, Licensing, Support

3CX is a software based PBX

It works with:

1. SIP standard based IP Phones (softphones or hardware based phones)
2. SIP Trunks or VoIP provider
3. VoIP Gateways
4. With the use of a VoIP/PSTN gateway, you can connect existing phone lines to the IP PBX to make and receive phone calls via a regular PSTN line.

SIP Protocol

Session Initiation Protocol (SIP), an industry standard to which all modern IP PBX systems adhere to. The SIP protocol defines how calls should be established and is specified in RFC 3261. SIP allows the possibility to mix and match IP PBX software, phones and gateways.

3CX Phone System Licensing:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Edition | Standard |  | Pro | Enterprise |
| Max SCs |  |  |  |  |
| 4 SC | $298 |  | $378 | $596 |
| 8 SC | $698 |  | $878 | $1,396 |
| 16 SC | $1,398 |  | $1,758 | $2,796 |
| 32 SC | $2,598 |  | $3,258 | $5,196 |
| 64 SC | $4,998 |  | $6,258 | $9,996 |
| 128 SC | $8,998 |  | $11,258 | $17,996 |
| 256 SC | $14,998 |  | $18,758 | $29,996 |
| 512 SC | $24,998 |  | $31,258 | $49,996 |
| 1024 SC | $39,998 |  | $49,998 | $79,996 |

Price includes maintenance for the first year, after which an annual maintenance renewal is required.

SC=Simultaneous call, which includes internal and external calls

3CX editions:

1. Free Edition - Key PBX features, limited to 8 simultaneous calls.
2. Standard Edition – Includes most required PBX features.
3. PRO Edition - Adds key productivity features.
4. Enterprise edition - Adds features required by enterprise such as failover.

For Edition comparison see: <https://www.3cx.com/phone-system/edition-comparison/>