



Maximum Concurrent Calls Exceeded

[A simple guide to concurrent call limits and upgrade options.](#)

Learn what the alert means, what happens to calls, and how to add capacity.

What the alert means

Every FibreMAX[®] fone service has an allowance for the number of calls that can be active at the same time. When all available call slots are in use, the next call attempt is blocked until a slot becomes available.

Your allowance

Each FibreClear Unlimited Call Plan adds one simultaneous call to your service.

When the limit is reached

The system rejects the new call and the caller hears the message, All circuits are busy.

Calls that use your allowance



Inbound calls

Calls received from customers or suppliers.



Outbound calls

Calls placed by your team to external numbers.



Internal calls

Calls between extensions on your phone system.

Important note

This alert does not usually mean there is a fault or outage. It means your business briefly had more active calls than the current allowance supports.

How concurrent call capacity works

1 Call Plan equals 1 Concurrent Call

Capacity applies across the whole phone system.

Example with three call plans

Three calls can be active. A fourth call attempt is blocked until one of the active calls ends.



As soon as one call ends, the next call can connect.

Service resumes automatically. No reset or equipment change is required.

The allowance is shared

Concurrent calls are not allocated per handset or per staff member. All extensions and numbers share the same total call capacity.

What happens when the limit is reached

The active calls already in progress continue. The new call attempt is the one that cannot connect.

1**Existing calls continue**

Calls already connected are not interrupted.

2**New inbound callers hear a busy message**

The caller hears, All circuits are busy, and the call does not reach your team.

3**New outbound and internal calls cannot start**

Your team must wait until one of the active calls ends.

4**Capacity becomes available automatically**

The next call can connect as soon as a call slot is free.

Why FibreMax sends an alert

The account contact is emailed when the limit is reached. This lets you know that a caller may have received a busy message and gives you the opportunity to review your capacity.

Check your current allowance

Your current concurrent call capacity is the number of FibreClear Unlimited Call Plans shown on your monthly invoice or in your FibreMAX®fone portal.

Capacity examples

Call plans	Calls active at once	Typical result
1	1	A second call attempt is blocked
2	2	A third call attempt is blocked
3	3	A fourth call attempt is blocked
5	5	A sixth call attempt is blocked



Remember internal calls

Calls between extensions also use concurrent call capacity.
The total is shared across inbound, outbound and internal calls.

Where to look

Monthly invoice

Find the quantity listed beside FibreClear Unlimited Call Plan.

Online portal

Review your services and call reports in the FibreMAXfone portal.

When an upgrade makes sense

One alert does not always mean you need to change your service. Consider how often the limit is reached and whether customers are regularly receiving a busy message.



A once off spike

No change may be required. Your service resumes automatically as soon as a call ends. Keep an eye on future alerts.



Regular alerts

Add another call plan when the alert occurs regularly, calls are being missed, or your team cannot place calls during busy periods.

Add one more concurrent call

\$19.95 per month for each additional call plan

Month to month. You can scale the allowance back later if call volumes drop.

No equipment changes

Your phones and PBX settings continue to work as normal.

Fast adjustment

FibreMax can usually update the allowance on the same business day.

How to request an upgrade

The easiest option is to reply directly to the concurrent call alert email. FibreMax will add one call plan each time you request one additional concurrent call.

1

Reply to the alert email

This keeps the request linked to your account and recent alert.

2

Write the words below

Upgrade my concurrent calls

3

Wait for confirmation

FibreMax will update your allowance and confirm when the change is complete.

Other ways to contact FibreMax

Call 1800 880 881

Email your FibreMax Account Manager

Not sure how much capacity you need

Ask FibreMax to review your recent call reports. We can recommend an allowance that suits your team and normal busy periods.

Common questions

Does upgrading lock me into a long contract

No. Additional call plans are month to month and can be reduced later if your call volume drops.

Will my phones need to be reconfigured

No. FibreMax updates the concurrent call allowance on the platform. Your existing phones continue to operate normally.

Is this the same as an engaged signal

Functionally, yes. The new call is blocked during the brief period when every call slot is already in use.

Can I see how often this happens

Your FibreMAXfone portal includes live call information and historical call reports. FibreMax can also help review your usage.

Do internal extension calls count

Yes. Inbound, outbound and internal extension calls all use the shared allowance.

What happens after a call ends

A call slot becomes available immediately and new calls can connect automatically.

Need help with your concurrent call allowance

Call FibreMax on 1800 880 881 or reply to your alert email.

We will help you stay connected during your busiest periods.