

# Business Telephone Service Voice Over Internet Protocol



<b>Business Packages</b>	<b>Premium \$39.99 per month plus tax</b>	<b>Preferred \$35.99 per month plus tax</b>
Long Distance Plan*	✓	✓
Presence/IM	✓	
Mobility (One-number access, Presence, Find Me/Follow Me, Android/iPhone/iPad client)	✓	
Call Forwarding (Always, Busy, No Answer, Not Reachable, Selective)	✓	✓
Voicemail (Voicemail-to-Email)	✓	✓
Speed Dial	✓	✓
Shared Call Appearance	✓	✓
Extension-Extension Calls	✓	✓

Premium and Preferred packages all come equipped with individual phone numbers (DIDs), E911 service, caller ID, 3-way calling, speed dial and call logs. \*Long distance is to lower 48-states. Long distance calls to Hawaii, Alaska, and Puerto Rico are billable.

## ADD-ONS AVAILABLE

### **Standalone Mailbox**

¢2.49/month

### **Virtual Extensions**

¢4.99/month

### **Virtual Numbers**

¢4.99/month

### **Audio Conference**

¢14.99/month\*\*\*

### **Additional Auto Attendant**

¢9.99/month

### **Advanced Auto Attendant**

¢24.99/month

### **Toll Free Numbers**

¢4.99/month\*\*\*

### **Fax Line**

¢14.99/month

## ADD-ONS AVAILABLE

### **Personal Hosted Fax**

¢9.99/month

### **Share Hosted Fax**

¢24.99/month

### **Call Recording**

¢9.99/month

### **Receptionist Console**

¢64.99/month

### **Call Center:**

- User ¢14.99/month
- Agent Client ¢24.99/month
- Supervisor Client ¢49.99/month

### **Personal Conference Bridge**

¢9.99/month

## MORE INCLUDED FEATURES

- Basic Auto Attendant
- Dial By Name Directory
- Music on Hold (Customizable)
- Hunt Groups
- DID'S for all Users + Main Number
- Corporate Directory
- Robust Call Control
- E911 Reporting



## **Unified Messaging**

Unified messaging (or UM) is a business term for the integration of different electronic messaging and communications media (e-mail, SMS, fax, voicemail, video messaging, etc.) technologies into a single interface, accessible from a variety of different devices.

## **Sequential Ringing**

Enables users to define a list of phone numbers that ring sequentially when a call comes in that meets the determined criteria. While this service rings number after number searching for the user, the calling party hears a greeting, followed by periodic comfort announcements. The caller can also press a key to interrupt the search and leave a message.

## **Simultaneous Ring**

Enables users to have multiple phones ring simultaneously when a call comes in that meets the determined criteria. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his or her desk.

## **Mobility**

A mobile application, most commonly referred to as an app, is a type of application software designed to run on a mobile device, such as a smart phone or tablet computer. This allows you to use your mobile device with your business phone number.

## **Selective Call Acceptance**

Selective Acceptance is a user-level feature that blocks all calls except for calls that occur under predefined criteria. You can block calls by phone number, time of day, holiday, or any combination of these.

## **Selective Call Rejection**

This service enables a user to define criteria that causes certain incoming calls to be rejected and provided a treatment. All other calls terminate as usual. Selective Call Rejection allows a user to block calls that meet user-configurable criteria.

## **Distinctive Ring**

Distinctive ring, marketed under a variety of names, is a service offered by a telephone company that establishes additional telephone numbers on the same line as an existing number, each number ringing with a distinctive ringing pattern.

## **Presence/IM**

For each contact that you have you can see their presence, meaning that you can see if they are available.