

Business Telephone Service Voice Over Internet Protocol



Business Packages	Premium \$39.99 per month plus tax	Preferred \$35.99 per month plus tax
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.