

## EXTENSION PLANS
























	Per User/Month	Per Minute	U.S. & Canada*	In Network Calls	Phone Number
UNLIMITED EXTENSION	\$39.99	Free	Free	Free	Direct Inbound Dial Included with each ext.
METERED EXTENSION	\$14.99	\$0.03/min/ext.	Included in Plan	Free	Direct Inbound Dial Included with each ext.
UNLIMITED VIRTUAL EXTENSION	\$14.99	N/A	N/A	N/A	Direct Inbound Dial for outbound fwding

## ADD-ON FEATURES

	Monthly	Description	Highlights
MAIN COMPANY NUMBER	\$9.99	This number is attached to the main Auto-Attendant to allow incoming callers to reach the appropriate department or individual by selecting an option from a menu.	<ul style="list-style-type: none"> <li>▪ Different greetings for day or night</li> <li>▪ Unlimited Auto Attendant tiers</li> <li>▪ Dial by name directory</li> </ul>
TOLL FREE NUMBER	\$39.99	Toll Free numbers allow you to be reached by anyone in the US and Canada without the caller incurring any long distance charges	<ul style="list-style-type: none"> <li>▪ No per minute charges</li> <li>▪ Perfect for businesses with nationwide customer base</li> </ul>
LOCAL OR GEOGRAPHIC NUMBER	\$9.99	Portray a local presence in any additional market by publishing a local phone number in any area code.	<ul style="list-style-type: none"> <li>▪ Local numbers for remote employees</li> <li>▪ Great for geo-targeted marketing campaigns</li> <li>▪ Same functionality as primary number</li> </ul>
FAX	\$14.99	Easily send and receive faxes via email and manage all messages in a unified inbox.	<ul style="list-style-type: none"> <li>▪ Unlimited use</li> <li>▪ Paperless fax solutions/sages in a unified inbox.</li> </ul>
CONFERENCE BRIDGE	\$14.99 + \$0.03/min.	Full-featured conference bridge, connecting up to 30 people at one time through the easy to use and secure conference bridge.	<ul style="list-style-type: none"> <li>▪ Unique dial-in number</li> <li>▪ Password Protected</li> <li>▪ Save on travel time and expenses</li> </ul>
VIRTUAL MAILBOX	\$4.99	Used to gather voicemail messages for a particular function or for employees that do not need full phone service.	<ul style="list-style-type: none"> <li>▪ Collect information; i.e. reservations</li> <li>▪ Create appearance of multiple business units</li> </ul>
CALL GROUPS	\$4.99	Designate a number of extensions that will ring simultaneously to share the distribution of incoming calls.	<ul style="list-style-type: none"> <li>▪ Create departments; i.e. Sales, Support</li> <li>▪ Ensure incoming calls are answered</li> </ul>
CALL QUEUE	\$14.99 + \$0.03/min.	An advanced queuing system that allows incoming calls to be placed in a queue until they can be answered by an available agent. Callers will hear customized music and messaging while waiting for an agent.	<ul style="list-style-type: none"> <li>▪ Opt-out for callers</li> <li>▪ Real-time monitoring/status</li> <li>▪ Assignment strategy - tiered, random or least used</li> </ul>

\* Only Continental United States and Canada Included in Plans  
 \*\* One Unlimited Ext and one Main Company Number required for service

## ADDITIONAL FEATURES AVAILABLE IN EACH PLAN

<p> <b>Voicemail</b></p> <ul style="list-style-type: none"> <li>▪ Password Protected</li> <li>▪ Unavailable/Busy/Employees Name</li> <li>▪ Voicemail to Email - receive voicemail as a .mp3 file attached to email</li> <li>▪ Multiple Mail Folders</li> <li>▪ Visual Waiting Indicator</li> </ul> <p> <b>Online Voicemail</b></p> <ul style="list-style-type: none"> <li>▪ Check voicemail through online customer portal</li> <li>▪ Annotate voicemails with notes for future referencing and searching</li> <li>▪ Forward voicemails from online interface to any email address</li> </ul> <p> <b>Call Waiting</b></p> <p> <b>Auto Attendant</b></p> <ul style="list-style-type: none"> <li>▪ Day and Night Mode - Schedule different greetings according to time of day and day of week</li> <li>▪ Dial-by-name Directory</li> <li>▪ Virtual Departments</li> <li>▪ Play different greeting messages on each incoming phone number</li> <li>▪ Import Greetings: upload 3rd party professional greetings to use as Auto Attendant greetings</li> </ul> <p> <b>Unified Inbox</b></p> <ul style="list-style-type: none"> <li>▪ Keep all messages in a single unified inbox - access and manage all messages from your existing inbox</li> <li>▪ All Message Types - Supports voice, fax, and email messages</li> </ul>	<p> <b>Local Number Portability</b></p> <p> <b>Do Not Disturb</b></p> <p> <b>Directory Assistance (411)</b></p> <p> <b>Emergency Assistance (911)</b></p> <p> <b>Call Logs</b></p> <ul style="list-style-type: none"> <li>▪ View reports of all incoming and outgoing calls in the system</li> <li>▪ Export call logs to Excel</li> <li>▪ Search by specific criteria and date</li> </ul> <p> <b>Call Conference (3 Way Calling)</b></p> <p> <b>Never Miss A Call</b></p> <ul style="list-style-type: none"> <li>▪ Cell phone integration/Call Forwarding - allows employees to forward calls to cell phones and use PBX functions from their cell phone</li> <li>▪ Simultaneous Ringing - calls can be forwarded to multiple extensions that will ring simultaneously</li> <li>▪ Follow Me - Calls can be forwarded to multiple numbers that will ring in a designated sequence</li> </ul> <p> <b>Music on Hold</b></p> <ul style="list-style-type: none"> <li>▪ Upload your own music files</li> <li>▪ Upload advertising or messaging for callers to hear while they are on hold</li> </ul> <p> <b>Caller ID</b></p> <p> <b>Caller ID Masking</b></p> <ul style="list-style-type: none"> <li>▪ Mask all user's Caller ID with the company number</li> <li>▪ Block all user's Caller ID</li> </ul> <p> <b>Call Flip</b></p> <ul style="list-style-type: none"> <li>▪ Transfer calls to a cell phone to take a conversation on-the-go</li> </ul>	<p> <b>Call Transfer</b></p> <ul style="list-style-type: none"> <li>▪ Attended Transfer</li> <li>▪ Blind Transfer</li> </ul> <p> <b>Dashboard</b></p> <ul style="list-style-type: none"> <li>▪ Real-time status of coworkers</li> <li>▪ Extension to extension click-to-call functionality</li> <li>▪ Company-wide directory Outlook Integration</li> </ul> <p> <b>Outlook Integration</b></p> <ul style="list-style-type: none"> <li>▪ Easily integrate contacts with your phone system</li> <li>▪ Click to dial straight from Outlook</li> <li>▪ Quick install, without the need to export and import contacts</li> </ul> <p> <b>Online Customer Portal</b></p> <ul style="list-style-type: none"> <li>▪ Administer all account settings online through easy to use interface</li> <li>▪ Set Permissions/Multiple Roles that allow limited access for end users</li> <li>▪ View billing history and statements</li> <li>▪ End Users can manage their own extension settings with individual logins</li> </ul> <p> <b>Softphones</b></p> <ul style="list-style-type: none"> <li>▪ Softphone support - compatible with the popular CounterPath Softphones</li> </ul> <p> <b>Custom Tagging</b></p> <ul style="list-style-type: none"> <li>▪ Add a unique tag to easily identify origin of incoming calls to each phone number</li> </ul> <p> <b>Voicemail Transcription</b></p> <ul style="list-style-type: none"> <li>▪ Our automated system transcribes voicemails and sends you an email with the text of each message</li> </ul>
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