

NUMBER OPTIONS

| | Monthly | Description | Highlights |
|----------------------------|---------|--|--|
| MAIN COMPANY NUMBER | \$9.99 | This number is attached to the main Virtual Receptionist. Incoming callers select options from a menu to reach the appropriate department or individual. | <ul style="list-style-type: none"> ▪ Different greetings for day or night ▪ Unlimited Virtual Receptionist tiers ▪ Dial by name directory |
| TOLL FREE NUMBER | \$39.99 | Toll Free numbers allow anyone in the US and Canada to reach you without the caller incurring any long distance charges | <ul style="list-style-type: none"> ▪ No per minute charges ▪ Perfect for businesses with nationwide customer base |
| LOCAL 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"> ▪ Local numbers for remote employees ▪ Great for geo-targeted marketing campaigns ▪ Same functionality as primary number |
| FAX | \$14.99 | Easily send and receive faxes via email and manage all messages in a unified inbox. | <ul style="list-style-type: none"> ▪ Unlimited use ▪ Paperless fax solutions in a unified inbox. |

EXTENSION PLANS

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

| | 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. | \$0.03/min/ext. | Free | Direct Inbound Dial Included with each ext. |
| UNLIMITED VIRTUAL EXTENSION | \$14.99 | N/A | N/A | N/A | Direct Inbound Dial for outbound forwarding |

FEATURES INCLUDED IN EACH PLAN

Call Conference (3 Way Calling)

Call Flip

- Transfer calls to a cell phone to take a conversation on-the-go

Caller ID

Caller ID Block

Call Logs

- View reports of all incoming and outgoing calls in the system
- Export call logs to Excel
- Search by specific criteria and date

Custom Number Tagging

- Add a unique tag to easily identify origin of incoming calls to each phone number

Call Transfer

- Attended Transfer
- Blind Transfer

Call Waiting

Click-to-Dial

- Integrate Vocalocity service with your web browser and Outlook, and initiate calls with Click-to-Dial.

Dashboard

- Real-time status of coworkers
- Extension to extension click-to-call functionality
- Company-wide directory Outlook Integration

Directory Assistance (411)

Do Not Disturb

Emergency Assistance (911)

Local Number Portability

Music on Hold

- Upload your own music files
- Upload advertising or messaging for callers to hear while they are on hold

Never Miss A Call

- Cell phone integration - allows employees to forward calls to cell phones and use PBX functions from their cell phone
- Call Forwarding
- Follow Me
- Simultaneous Ringing

Online Backup and Storage

- 2GB of free automatic backup and storage space
- Additional storage space available

Online Customer Portal

- Administer all account settings online through easy to use interface
- Set Permissions/Multiple Roles that allow limited access for end users
- View billing history and statements
- End Users can manage their own extension settings with individual logins

Set Caller ID

- Select any number on your account to appear as your caller ID

Softphones

- Softphone support - compatible with the popular CounterPath Softphones

Unified Inbox

- Keep all messages in a single unified inbox - access and manage all messages from your existing inbox
- All Message Types - Supports voice, fax, and email messages

Virtual Receptionist

- Day and Night Mode - Schedule different greetings according to time of day and day of week
- Dial-by-name Directory
- Virtual Departments
- Play different greeting messages on each incoming phone number
- Import Greetings: upload 3rd party professional greetings to use as Virtual Receptionist greetings

Voicemail

- Password Protected
- Unavailable/Busy/Employees Name
- Multiple Mail Folders
- Visual Waiting Indicator

Voicemail to Email

- Receive voicemail as a .mp3 file attached to email

Voicemail Online

- Check voicemail through online customer portal
- Annotate voicemails with notes for future referencing and searching

ADD-ON FEATURES

| | Monthly | Description | Highlights |
|---------------------------------------|--------------------------|--|--|
| 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"> ▪ Unique dial-in number ▪ Password Protected ▪ Save on travel time and expenses |
| 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"> ▪ Collect information; i.e. reservations ▪ Create appearance of multiple business units |
| 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"> ▪ Create departments; i.e. Sales, Support ▪ Ensure incoming calls are answered |
| 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"> ▪ Opt-out for callers ▪ Real-time monitoring/status ▪ Assignment strategy - tiered, random or least used |
| VOICEMAIL TRANSCRIPTION | \$4.99/Ext/ Month | Get text transcriptions of voicemails sent to your email, along with the MP3 file. | <ul style="list-style-type: none"> ▪ Text transcriptions of voicemails ▪ Receive text and sound file in an email |
| COMPANY CALL RECORDING SERVICE | \$49.99/ Month | Automatically Record calls on your account with no need to press a button. 500 hours of recording time are included. | <ul style="list-style-type: none"> ▪ Set recording rules from your admin portal ▪ Recordings never expire |