

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.	\$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 fwding

ADD-ON FEATURES

	Monthly	Description	Highlights
MAIN COMPANY NUMBER	\$9.99	This number is attached to the main Virtual Receptionist to allow incoming callers to reach the appropriate department or individual by selecting an option from a menu.	<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 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"> ▪ No per minute charges ▪ Perfect for businesses with nationwide customer base
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"> ▪ 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/sages in a unified inbox.
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

* 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> Voicemail</p> <ul style="list-style-type: none"> ▪ Password Protected ▪ Unavailable/Busy/Employees Name ▪ Voicemail to Email - receive voicemail as a .mp3 file attached to email ▪ Multiple Mail Folders ▪ Visual Waiting Indicator <p> Online Voicemail</p> <ul style="list-style-type: none"> ▪ Check voicemail through online customer portal ▪ Annotate voicemails with notes for future referencing and searching ▪ Forward voicemails from online interface to any email address <p> Call Waiting</p> <p> Virtual Receptionist</p> <ul style="list-style-type: none"> ▪ 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 <p> Unified Inbox</p> <ul style="list-style-type: none"> ▪ 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 	<p> Local Number Portability</p> <p> Do Not Disturb</p> <p> Directory Assistance (411)</p> <p> Emergency Assistance (911)</p> <p> Call Logs</p> <ul style="list-style-type: none"> ▪ View reports of all incoming and outgoing calls in the system ▪ Export call logs to Excel ▪ Search by specific criteria and date <p> Call Conference (3 Way Calling)</p> <p> Never Miss A Call</p> <ul style="list-style-type: none"> ▪ Cell phone integration/Call Forwarding - allows employees to forward calls to cell phones and use PBX functions from their cell phone ▪ Simultaneous Ringing - calls can be forwarded to multiple extensions that will ring simultaneously ▪ Follow Me - Calls can be forwarded to multiple numbers that will ring in a designated sequence <p> Music on Hold</p> <ul style="list-style-type: none"> ▪ Upload your own music files ▪ Upload advertising or messaging for callers to hear while they are on hold <p> Caller ID</p> <p> Caller ID Masking</p> <ul style="list-style-type: none"> ▪ Mask all user's Caller ID with the company number ▪ Block all user's Caller ID <p> Call Flip</p> <ul style="list-style-type: none"> ▪ Transfer calls to a cell phone to take a conversation on-the-go 	<p> Call Transfer</p> <ul style="list-style-type: none"> ▪ Attended Transfer ▪ Blind Transfer <p> Dashboard</p> <ul style="list-style-type: none"> ▪ Real-time status of coworkers ▪ Extension to extension click-to-call functionality ▪ Company-wide directory Outlook Integration <p> Outlook Integration</p> <ul style="list-style-type: none"> ▪ Easily integrate contacts with your phone system ▪ Click to dial straight from Outlook ▪ Quick install, without the need to export and import contacts <p> Online Customer Portal</p> <ul style="list-style-type: none"> ▪ 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 <p> Softphones</p> <ul style="list-style-type: none"> ▪ Softphone support - compatible with the popular CounterPath Softphones <p> Custom Tagging</p> <ul style="list-style-type: none"> ▪ Add a unique tag to easily identify origin of incoming calls to each phone number <p> Voicemail Transcription</p> <ul style="list-style-type: none"> ▪ Our automated system transcribes voicemails and sends you an email with the text of each message
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