



Feature List

Program Feature Highlights

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| 30 Day Terms – No Long Term Contracts – No Risk | ✓ |
| Hosted Telecommunications Service including inbound & outbound local and long-distance | ✓ |
| Pricing available by either call path or device | ✓ |
| End User Portal for easy account administration | ✓ |
| End User Portal also available in Spanish | ✓ |
| Upload custom music On-Hold & Greetings | ✓ |
| Dial by Name in English & Spanish | ✓ |
| Auto Attendant – Unlimited Extensions | ✓ |
| Hotdesking (Hoteling) | ✓ |
| Call Park/Retrieve | ✓ |
| Call Hold/Resume | ✓ |
| Call Redial | ✓ |
| Call Transfer (Supervised & Blind) | ✓ |
| Call Waiting for Multiple Lines | ✓ |
| Call Waiting Tone | ✓ |
| Three Way Calling | ✓ |
| Call Forwarding | ✓ |
| Do Not Disturb | ✓ |
| Intercom & Paging | ✓ |
| Intercept Calls | ✓ |
| Extension Dialing – Variable Length | ✓ |
| 7-Digit Dialing | ✓ |
| Control of Outbound Caller ID | ✓ |
| Caller ID Blocking | ✓ |
| Voice Message Drop | ✓ |
| Ring Groups | ✓ |
| Simultaneous Ring | ✓ |
| BLF (Busy Lamp Monitoring) | ✓ |
| Receptionist Console Support | ✓ |
| Main Number Outbound Caller ID | ✓ |
| Incoming CallerID Name/Number | ✓ |
| Distinctive Ring on External DIDs | ✓ |

Continued

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|--|---|
| Music On-Hold Rotation available | ✓ |
| Upload custom music On-Hold & Greetings | ✓ |
| Advanced & Flexible Call Routing | ✓ |
| Emergency/Contingency Call Routing | ✓ |
| After-Hours, Extended Absence & Holiday Routing | ✓ |
| Return a call thru the End User Portal | ✓ |
| Instant Messaging/Chat thru End User Portal | ✓ |
| Call Routing Profiles – takes routing to the next level of convenience | ✓ |
| Live Dashboard of Activity in End User Portal (HUD) with Chat Capability | ✓ |
| Support Counterpath softphones for computer, cellphone and iPad | ✓ |
| Heads Up Display – provides softphone users extra functionality not available on phone | ✓ |
| Monitor calls with whisper & barge options | ✓ |
| Extension Level & Corporate Level Directories | ✓ |
| Auto Attendant – Unlimited Extensions | ✓ |
| Voicemail | ✓ |
| Multiple types of voicemail, fax and SMS notification – Email, Text, and more | ✓ |
| Call Recording – Inbound & Outbound Calls | ✓ |
| On-Demand Recording | ✓ |
| Call History & Call Reporting | ✓ |
| Free Mobile App | ✓ |
| Connect Message Plan Available | ✓ |
| Connect Anywhere Plan Available | ✓ |
| Outlook Integration - Make Calls or send SMS right from contacts | ✓ |
| Google Chrome Click to Dial Plugin Available | ✓ |
| Integrations with leading PSA and CRM Tools/Platforms including Auto-Task and Salesforce | ✓ |

Optional Features

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| Voicemail Transcription | |
| Call Center Feature Available – Queuing of Inbound Calls | |
| SMS Feature Available | |
| Batch Call Recording Download | |
| Conference Bridge | |
| Smart Caller ID | |
| Smart Caller ID Routing | |
| Fax Solutions | |