





# NEXT-GEN HOSTED UCAAS SERVICE DESCRIPTION

PACKAGE OVERVIEW				
FEATURE LIST	BASIC	STANDARD	PREMIUM	PREMIUM UC
	SKU CAXTELBAS2	SKU CAXTELSTD2	SKU CAXTELPREM2	SKU CAXTELPUC1
Dial Tone, Outbound/Inbound Calling, 3 & 4 Way Dialing, Caller ID, Call Park, Call Waiting, Call Transfer, Groups, Speed Dialing, SLA, 3 Way Calling, CommPortal Dashboard, DID#, 500 Domestic Outbound Minutes, Business Quality Voice Lines	X	X	X	X
Voicemail		X	X	X
Business Call Manager			X	X
MAX Smartphone App			X	X
MAX Meeting (Up to 25 Attendees)				X
Instant Messaging (IM) & Presence				X
BASE USER ADD-ONS				
PRODUCT NAME	DESCRIPTION			
Paging License	A seat license for an IP enabled paging device.			
Voice Line - (FXS)	Voice Line for Dial Tone service. Presented through an FXS handoff. Entelegent-provided device included.			
USER ADD ONS				
PRODUCT NAME	DESCRIPTION			
Speech to Text	Speech to Text functionality for an HPBX Voicemail.			
Standard Call Recording License	License for a Subscriber License to have Call Recording capability. Configurable for both On Demand and Always On recording. Standard package - (one license = one named recorded user) Includes: Automatic 100% or selective recording; On-demand recording with Look Back technology; Search, playback, and download of audio files; File integrity check (watermarking); Audit log; Export/import recordings; Configurable retention policy; Role based web access for users; Notes and tags/ categories; Call reporting and real-time dashboard.			
CTI Screen Pop License	Regular Screen pop license. Includes new CRM integrations that are not yet available in the CTI Wizard includes click-to-dial license One-time-off set up fee per new tenant / business group.			
CTI Salesforce and Zendesk License	Salesforce and Zendesk Deep Integration license. One-time-off set up fee, per new tenant / business group.			
CTI Click-to-Dial License	Regular Click-to-Dial license, Featuring click-to-dial using call button or hotkey. One-time-off set up fee per new tenant / business group.			
Integrated ACD License -Basic	An Extension license that includes Automatic Call Distribution (ACD) and Call Queue.			
Integrated ACD License -Premium	An ACD Call Center license with call queuing and additional features such as agent state, disposition codes, and Monitor/Whisper/Barge-in for the Business Group Administrator.			
Integrated ACD License -Supervisor	An ACD Call Center license Supervisor license. A minimum of one license needed per business group with Integrated ACD.			
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# NEXT-GEN HOSTED UCAAS (Continued) SERVICE DESCRIPTION

USER ADD ONS (CONTINUED)	
PRODUCT NAME	DESCRIPTION
MAX Meeting 25	MaX Meeting with up to 25 participants. Includes screen sharing, polling, remote control, video, chat and recording.
MAX Meeting 100	MaX Meeting with up to 100 participants. Includes screen sharing, polling, remote control, video, chat and recording.
MAX Meeting 500	MaX Meeting with up to 500 participants. Includes screen sharing, polling, remote control, video, chat and recording. Add on to an existing Meeting 100 License (either Premium or Meeting).
TENANT ADD ONS	
PRODUCT NAME	DESCRIPTION
Auto Attendant - Standard	Auto Attendant tailored to meet the needs of a small business. Configured on one specific phone number. Allows for two different scripts for business hours and non-business hours. Include a single 9 option menu with no nesting. Does not include: *, #, or time out option Cannot store alternate announcements.
Auto Attendant - Premium	Auto Attendant with the capacity for up to 150 menus, 10 different types of time periods, and multiple announcement options. Configured for one specific phone number. Includes (2) Advance Call Routing Licenses - (ACRL), and features such as Music On Hold.
Call Recording Add-on -365 days / 100 GB	Product is per account. Increases storage from 30 days to 365 days and includes 100GB of storage.
Voicemail Box License	A Voicemail Box for an HPBX Extension
MISC. ADD ONS	
PRODUCT NAME	DESCRIPTION
EFAQ	E-Fax Fax Inbound and Outbound
Hosted Fax - 250	Hosted Fax with 250 total pages (inbound + outbound) and a DID#.
DID #	(1) - DID #, IP-DID
Toll Free Number	A toll-free number
e911 License	e911 service for IP Accounts
RENTAL PHONES & EQUIPMENT	
 <p><b>Poly Edge E220</b> 4-line keys supporting up to 16 lines, features and contacts. - Integrated Bluetooth® 5.0 for mobile phone or headset pairing. - Signature Poly HD voice. - Poly Noise BlockAI and Poly Acoustic Fence technologies. - Bright 2.8 - color IPS LCD display</p>	 <p><b>Poly Edge E350</b> 8-line keys and 3.5 - color IPS display support up to 32 lines/contacts - A second integrated 6-key display supports up to 12 contacts - Easily pair your mobile phone or headset with integrated Bluetooth® 5.0 (E320, E350) - Poly Noise BlockAI and Acoustic Fence technologies - Text-to-speech and new accessibility options</p>
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# NEXT-GEN HOSTED UCAAS (Continued) SERVICE DESCRIPTION

## RENTAL PHONES & EQUIPMENT (CONTINUED)







 <p><b>Poly Edge E450</b> 8-line keys on the main 3.5- color IPS display supports up to 32 lines/contacts - A second integrated 6-key display supports up to 12 contacts - Easily pair your mobile phone or headset with integrated Bluetooth® 5.0 (E450) - Text-to speech and new accessibility options</p>	 <p><b>Poly Edge E550</b> 12-line keys and a large 5 - color IPS display support up to 48 lines/contacts - Easily pair your mobile phone or headset with integrated Bluetooth® 5.0 (E550) - Poly Noise BlockAI and Acoustic Fence technologies - Signature Poly HD voice and bass-frequency-enhancing speaker design</p>
 <p><b>Poly Edge E Expansion Module</b> Rental - Poly EDGE E Expansion Module. - Fast, easy setup on Poly Edge E400 &amp; E500 Series phones. - Large, high res color 5-inch screen with programmable line keys. - Displays up to 66 possible contacts per module.</p>	 <p><b>Poly Rove 30 Base Station Kit</b> Rental - Includes Rove 30 Handset + Rove B2 Single/Dual Cell DECT Base Station Kit</p>
 <p><b>Poly Rive 30 Handset</b> Rental - Polycom Rove 30 Handset - ONLY.</p>	 <p><b>Poly TRIO 8300 Conference Phone</b> Rental - Polycom Trio 8300 Conference Phone.</p>
 <p><b>Poly TRIO 8800 Conference Phone</b> Rental - Polycom Trio 8800 Conference Phone.</p>	 <p><b>Poly VVX 150</b> Rental - 2-line, entry-level IP desk phone. - 2 10/100 ethernet ports PoE. 2.5 - graphical, backlit monochrome LCD display</p>
 <p><b>Poly VVX 250</b> Rental - 4-line, basic IP desk phone with color display. - 2 Gigabit Ethernet ports PoE. 2.8 - color display. USB Port</p>	 <p><b>Poly VVX 350</b> Rental - 6-line, mid-range IP desk phone with color display. - 2 Gigabit Ethernet ports PoE. 3.5 - color display. USB Port.</p>
 <p><b>Poly VVX 450</b> Rental - 12-line, performance IP desk phone with color display. - 2 Gigabit Ethernet ports PoE. 4.3 - color display. USB Port.</p>	 <p><b>Poly VVX EM50 Expansion Module</b> Rental - The VVX EM50 is only compatible with the VVX 450, 5.0- LCD WVGA display, 480x800 pixel resolution, Color TFT graphical user interface, 30 multifunctional line keys configurable as line registration, call appearance, speed dial, DSS or BLF, Dual-color (red or green) illuminated LEDs for line status information, 3-page keys for additional line appearances.</p>

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# NEXT-GEN HOSTED UCAAS (Continued) SERVICE DESCRIPTION

## RENTAL PHONES & EQUIPMENT (CONTINUED)

 <p><b>Yealink T53W</b> Rental Option - Prime Business Phone - Entry-Level 3.7- 360x160 graphical display fully adjustable. 8 - line keys, 12 - SIP accounts, 21 - memory keys, Dual-port Gig Ethernet POE, Built-in Bluetooth 4.2, Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/n/ac).</p>	 <p><b>Yealink T54W</b> Rental Option - Prime Business Phone - Mid-Level. 4.3- 480x272 color display fully adjustable, 10 - line keys, 16 - SIP accounts, 27 - memory keys, Dual-port Gig Ethernet POE, Built-in Bluetooth 4.2, Built-in dual band 2.4G/5G Wi-Fi - (802.11a/b/g/n/ac).</p>
 <p><b>Yealink W60P Base &amp; Handset</b> Rental option - Includes Yealink Base Station - (W60B) and Handset - (W56H). 2.4" 240 x 320 color screen with intuitive user interface, Up to 8 concurrent calls, Expandable to 8 DECT cordless handsets, Up to 8 VoIP accounts, Integrated POE, Up to 5 repeaters per base station.</p>	 <p><b>Yealink W73H DECT Handset</b> Rental Option - IP DECT Phone - (W73H) Handset with (W70B) Base Station. Up to 10 VoIP Accounts. Up to 10 Handsets per Base. 35-hr Talk Time, 400-hr Standby Time.</p>
 <p><b>Yealink W73P Base &amp; Handset</b> Rental Option - IP DECT Phone - (W73H) Handset with (W70B) Base Station. Up to 10 VoIP Accounts. Up to 10 Handsets per Base. 35-hr Talk Time, 400-hr Standby Time.</p>	 <p><b>Poly TRIO 8300 Conference Phone</b> Rental - Polycom Trio 8300 Conference Phone.</p>

## AVAILABLE SERVICES

<p><b>Usage Services</b></p>	<ul style="list-style-type: none"> <li>• SMS Messaging - Metered</li> <li>• EFAK Usage per page</li> <li>• Hosted Fax with 250 per page for overage</li> <li>• Domestic Outbound Voice Calling - US and Canada</li> <li>• Domestic Toll-Free US Iner-State</li> <li>• Domestic Toll-Free US Intra-State</li> <li>• Inbound Fax - Domestic US and Canada (Fas per page received)</li> <li>• Outbound Fax - Domestic US and Canada (Fax per page sent)</li> </ul>
<p><b>Field Services/Installation/Engineering</b></p>	<ul style="list-style-type: none"> <li>• Technician - Field Services - Work types such as, but not limited to: Demarcation extension, modem install or move, site survey for telecom services, repair install or move wiring, install conduit, tagging or testing of telecom services, VoIP Equipment installation and testing.</li> <li>• Network Design and Architecture and Tier 3 support assistance</li> <li>• Basic provisioning and remote turn-up assistance</li> </ul>
<p><b>Number Porting</b></p>	<ul style="list-style-type: none"> <li>• Number Porting 1 -50 Numbers</li> <li>• Number Porting 50+ Number Project</li> <li>• Number Porting Expedited</li> </ul>