

Phone Services Comparison Table

| Features | Fax Line | Basic Business | Local Link | Hosted IP Voice |
|--|-------------|----------------|-------------|-----------------|
| Recommended for this number of employees | | 1 to 20 | 1 to 20 | 12 to 100 |
| Starting from | \$31.90/MO. | \$36.30/MO. | \$49.37/MO. | \$33/MO./USER |
| Standard Features | | | | |
| Call Waiting | | \$10 | ✓ | ✓ |
| Line Hunting | | \$3.35 | ✓ | ✓ |
| Call Display (name and number) | | \$11 | ✓ | ✓ |
| Call Forwarding | | \$9 | ✓ | ✓ |
| Conference Calling/ Call Transfer | | \$9 | 3way | 3way |
| Call Return / Last Number Redial (*69) | | \$9 | ✓ | ✓ |
| Speed Call / Speed Dialing | | | ✓ | ✓ |
| Voicemail | | \$11 | \$11 | ✓ |
| Ident-a-Call / Distinctive Ring | | \$9 | \$8 | |
| Business Voice Dialing | | \$5 | | |

✓ = included with package

continued on next page

NOTE: Rates do not include the 911 \$0.17 charge and the Bell Relay \$0.13 charge. Fax line is only available with Local Link.



| Features | Fax Line | Basic Business | Local Link | Hosted IP Voice |
|-------------------------------------|----------|----------------|------------|-----------------|
| Advanced Features | | | | |
| Voicemail to Email | | | | ✓ |
| Auto Attendant | | | | ✓ |
| Simultaneous Ring | | | | ✓ |
| Overseas Call Blocking | | \$5 | ✓ | ✓ |
| Per Call Blocking / Caller ID Block | | ✓ | ✓ | ✓ |
| Call Screening | | \$9 | | ✓ |
| Do Not Disturb | | | | ✓ |
| Call Trace | | ✓ | ✓ | |
| Secondary Numbers | | | | ✓ |
| Enhanced 911 | | ✓ | ✓ | ✓ |
| Online Web Portal | | | | ✓ |
| Call Logs | | | | ✓ |
| Visual Call Waiting | | \$18 | | ✓ |
| Mobile Integration | | | | ✓ |
| Remote Office | | | | ✓ |
| Shared Call Appearance | | | | ✓ |

✓ = included with package



Standard Feature Description

Call Waiting

When you are on a call, this feature lets you know someone else is calling and allows you to pick it up or let it go to voicemail.

Line Hunting

When someone calls and gets a busy signal, they are redirected to a line that is free so someone else can pick it up.

Call Display

See the name and telephone number of the person calling before you answer.

Call Forwarding

Have your calls sent to any phone number you choose.

Conference Call / Call Transfer

Have a conference call with up to three people in three different locations or redirect a current call to another person.

Call Return / Last Number Redial (*69)

Return the last call to your line, whether it was answered or not.

Speed Call / Speed Dialing

Program up to eight phone numbers and dial them at the touch of a button.

Voicemail

If you are unavailable, callers can leave a message.

Ident-a-Call / Distinctive Ring

A second number for your existing phone line with its own distinctive ring. You can also use this feature to identify incoming fax calls.



Advanced Feature Description

Voicemail to Email

Check voicemail from your email inbox.

Auto Attendant

This service will receive calls and make sure they go to the right person. It also allows you to use customizable greetings based on day and time, and manage the system via the Web.

Simultaneous Ring

Provides a single number for customers to reach you, wherever you are. When someone calls your desk phone, the service will simultaneously call other numbers (up to 10) where you might be reached – like your mobile phone or your home office.

Overseas Call Blocking

Prevent unauthorized overseas long distance calls. By turning this feature on, any calls to places outside of Canada and the U.S. will be blocked.

Per Call Blocking / Caller ID Block

Lets you block the display of your name and phone number on a per call basis.

Call Screening

Take only the calls you want. Choose up to 10 numbers that can be sent directly to voicemail, including all private and unknown numbers.

Do Not Disturb

Send all calls directly to voicemail when you need to. You can also run Do Not Disturb for a set period of time, or set it ahead of time.

Call Trace

Initiate an automatic trace of the last call you received. The phone number, date and time are recorded and can be forwarded to a law enforcement agency if necessary.

Secondary Numbers

This allows you to add a second number with a different area code to your existing line so people in that area code can call you for free.

Enhanced 911

If you have to call 911, critical information such as your business's physical address is sent to the emergency operator.

Online Web Portal

Manage your account's features on the Web.

Call Logs

View online the last 20 incoming, 20 outgoing and 20 missed phone numbers.

Visual Call Waiting

Display the caller's name and number when you're on the phone, so you can decide if you want to take it.

Mobile Integration

Switch between your mobile device and desk phone during a call without hanging up.

Remote Office

Your office number displays no matter where you are calling from.

Shared Call Appearance

You can direct up to 10 different lines to a single line. Great for executive and administrative assistants!

