

CASUAL

STANDARD

PREMIUM

ADDITIONAL FEATURES

USAGE

Local	Usage Based	Unlimited	Unlimited	
Long Distance	Usage Based	Unlimited	Unlimited	
Toll Free	Usage Based	Usage Based	Usage Based	

USER-LEVEL FEATURES

24/7 Support	X	X	X			
On-Site Training	X	X	X			
Basic Call Logs	X	X	X			
Caller ID	X	X	X			
Inbound/Outbound Calling	X	X	X			
Call Forwarding (Always, Busy, No Answer, Not Reachable)		X	X			
Call Park		X	X			
Call Return		X	X			
Call Transfer		X	X			
Call Waiting		X	X			
Do Not Disturb		X	X			
Music on Hold		X	X			
Speed Dial		X	X			
Three-Way Calling		X	X			
Time of Day Scheduling		X	X			
Voicemail		X	X			
Voicemail to Email		X	X			
Alternate Numbers			X			
Annoymous Call Rejection			X			
Automatic Call Back			X			
Automatic Hold/Retrieve			X			
Busy Lamp Field			X			
Call Forwarding (Selective)			X			
Call Notify			X			
Directed Call Pick-Up			X			
Directed Call Pick-Up w/Barge-In			X			
Diversion Inhibitor			X			
Instant Group Call			X			
Multi-Line Hunt Group			X			
Outlook Integration			X			
Priority Alert			X			
Push-to-Talk			X			
Remote Office			X			
Selective Call Acceptance/ Rejection			X			
Sequential Ring			X			
Shared Call Appearance			X			
Simultaneous Ring			X			
Two-Stage Dialing			X			
Voice Portal Calling			X			
Web-based Call Manager			X			

GROUP LEVEL ADD-ONS

Auto Attendant				X
Call Center				X
Call Queuing				X
Call Recording				X
Call Reporting				X
Conference Bridge				X
Direct Inward Dialing				X
Faxing (Analog, Cloud, vFax)				X
Reception Console				X