

# Hosted PBX Feature Details

## Service Levels and Features to Meet Your Needs

With five service levels (or packages) to meet your needs, FairPoint Communications\*<sup>1</sup> Hosted PBX can deliver a powerful, feature-rich phone system without the hassle of an on-site, customer-owned system.

### Business Advantage

<b>Business Class Communications Service</b>	Full featured Business line provided over FairPoint Communications' highly reliable state-of-the-art network
<b>Unlimited Local Calling</b>	Local calls included Highly competitive distance calling plans available
<b>Intercom Dialing and Short Codes</b>	Customized dialing plans to fit your specific business needs Quick-dial colleagues, both in the office and at external numbers
<b>Call Pick-Up Groups</b>	Easily take calls for co-workers in your work group
<b>Web Portal</b>	A whole new level of control over your communications Access and manage calling features on line
<b>Voice Mail with Notification Management</b>	Keep on top of voice mail both in and out of the office Access your messages from web portal or phone
<b>SimRing</b>	Never miss an important call Ring other numbers in addition to your office phone

### Business Advantage Plus


*All the features of Business Advantage service plus...*

<b>Unified Communications</b>	Help increase productivity by routing office and mobile phone voice mail plus fax to one mailbox
<b>Speech-to-Text</b>	Improve efficiency by having voice mail transcription delivered to your email inbox or to your mobile phone
<b>Enhanced Call Management</b>	Choose when and how your callers can reach you Allow VIP callers to always find you while other calls are directed to voice mail
<b>Conferencing</b>	A whole new level of control over your communications Access and manage calling features on line
<b>Call Jump</b>	Manage calls seamlessly on the go Switch a conversation between mobile phone and fixed line
<b>CommPortal Assistant</b>	Streamlined control of all communications from any PC One-click access to manage your account

### Business Advantage Premium

*All the features of Business Advantage Plus service plus...*

<b>Administrator Interface</b>	Manage all lines and phone set options across your business group
<b>Extension Moves, Adds and Changes</b>	Control your own moves and changes to quickly meet the needs of your business
<b>Business Group Short Codes</b>	Quickly reach co-workers and key clients using common codes across the business
<b>MLHG and Call Pick-Up Group Management</b>	Enable customer service and support teams to improve productivity through the use of technology
<b>Download Call Logs</b>	Monitor calling activity throughout the month
<b>Incoming Call Management</b>	Fully control your communications with daily and weekly schedules; selectively accept or forward calls to voice mail

 Book a Free technology consult today to learn how FairPoint solutions can help your business...and we will bring lunch to thank you for your time!

\*FairPoint Communications is a registered service mark of FairPoint Communications, Inc. and the service mark is used herein for illustrative purposes. An affiliated entity of FairPoint Communications, Inc. will be the provider of services and contracting party. Please contact your local business representative or reference your contract for specific entity-related information. Not all services available in all areas. Services subject to change.  
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communications

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## Business Advantage Mobile

All the features of Business Advantage service plus...

**Accession Mobile Communicator** Twins your desk phone functionality onto your iPhone or Android cellular device

**CommPortal Communicator for PCs** Twins your desk phone functionality onto your desk top or laptop PC

## Business Advantage Virtual

For users that do not need a phone line [seat] but require integration to the business group email

**Unique DID telephone number** Callers can leave voicemail messages directly into your voicemail box by dialing your unique telephone number or extension

**Web Portal** Access and manage calling features on line  
A whole new level of control over your communications

**Voicemail with notification management** Keep on top of voice mail both in and out of the office  
Access your messages from web portal or phone

## Business Group Features

- Web-based administration for easy moves and changes
- Auto attendant
- Automated call distribution (ACD)
- Agent login/logout
- Shared line appearance
- Outgoing call blocking
- Mandatory or optional account codes
- Manage short codes
- Music on hold
- Business group dialing plan
- Multi-line hunt groups
- Skills-based routing
- Multiple appearance directory number
- Call pick-up
- Manage call pick-up groups
- DID/DISA calling
- Toll restriction
- Extension moves and changes
- Department administration
- Desktop customization
- Manage phone profiles
- Manage line features
- Mobile worker support
- Business group operator number
- Download call logs
- Highly competitive distance calling plans to combine with your PBX service

## Individual Extension Features

- Business quality voice service
- Unlimited local calling
- Direct inward dialing
- Station-to-station intercom dialing
- Account codes (mandatory and optional)
- Voice mail
- Voice mail to email
- Call park/retrieve
- Directed call pick-up
- Speed dial
- Call forwarding
- Caller ID
- Call waiting
- Call transfer
- 3-way calling
- Call hold
- Return call
- Busy redial
- Calling name delivery/blocking
- Message waiting lamp
- Reminders
- Web-based access and control to features
- Click-to-dial
- Call manager/SimRing
- Network based contact database
- E911 location update

*\*check service plan for full feature list; not all features are available with all service plans*

We deliver the Features your business needs in today's competitive business environment. Contact your local FairPoint Account Manager to find out more about Hosted PBX.