

8X UCaaS 60 month contracts
(with paid install and rack rates)

7X UCaaS more than 50 seats
(with paid install and rack rates)

6X UCaaS 25-50 seats
(with paid install and rack rates)

5X MRC

UCaaS (With Agent/Customer Deployment or FC Deployment 1-24 seat orders)

UC PRI (New Only)

Microsoft Teams Direct

3X MRC

UCaaS (With Waived Installation)

SIP

SIP with SBC

UC PRI Conversions

1X MRC

SD-WAN & Managed Security

Cloud Contact Center

Ethernet

Hosted Conversions

New Customers Only signing a 3yr term or 5yr term. Offer ends March 31st, 2024. Limited coverage area/ subject to availability. On-net circuits only. Not available during trial, POC, or service guarantee periods. Applies to Native SIP Trunking deals with a minimum of 10 CCP. Waived install for Cloud PBX is up to 100 seats. Rack rates only. Unified Communications payouts are 3X, 5X, 6X, 7X & 8X based on cost of licenses only, and do not include charge for equipment, installation, features or training. Conversions customer must be MTM, AR or in last 6 months of term, rack rate and 36 month term.



UC STANDARD LICENSE The basic license from the Metaswitch Platform. This license is used for users who want to use a handset device; 40+ features, including voicemail, vm to email, an online portal for users and Admins.

UC MOBILITY LICENSE The mobility license from the Metaswitch Platform. Includes all of the Standard license features plus a desktop app (softphone) as well as access to the cell phone app.

UC COMPLETE LICENSE The collaboration license from the Metaswitch Platform. Includes all of the Standard and Mobility features, as well as the ability to schedule/host meetings via Zoom.

TEAMS DIRECT Microsoft Teams application using our PSTN. With this option, the customer is still required to program call flows, user access, etc. via the MS Admin portal, as well as all required MS features/functionality. Cost savings, and calling support provided by FirstComm

UC TEAMS Provides the ability to make/take calls via the MS Teams application but uses the Metaswitch Platform as the backbone (instead of Microsoft) where calling is concerned. The Team's App is seen as a device to have calls delivered to, allowing the "single pane of glass" for the user but Admin programming/changes are done through the Metaswitch Admin portal. Cost savings can be had by eliminating the need for MS licensing on common area or non-user based lines, as well as the need for specific and sometimes more expensive MS Teams specific phones. Support is provided by FirstComm for all aspects of calling right up to the application.

CALL CENTER Basic call center for inbound voice, robust features without paying for "bells and whistles". Call routing/queuing, specific ACD reporting, whisper/page/barge, with dispositioning and the ability to add/change agent statuses. Integrated with Metaswitch so Supervisor access through the Admin Commportal.

CONTACT CENTER Robust, feature-rich full contact center – cloud-based and platform agnostic (can be sold alone) for voice, SMS, email and chat queueing. IVR and queues included, superior reporting with customizable reports, Admin portal included. Features include Supervisor Dashboard for real-time monitoring, call recording/review, skill-based/geo routing, Queued callback, scripting and post call surveys, among others. Additional levels of features for a fee.

UC INTEGRATOR Basic integration software, loaded to the desktop that will identify callers, provide "pop-up" screen from the CRM for those identifiable numbers, and click to dial from within the CRM. Over 100 CRMs supported

CALL RECORDING Provides the ability to record all inbound/outbound calls by user. Admin access to be able to listen to calls or download to revisit/share.

VOICE OPERATOR PANEL (VOP) A desktop "softphone" for the receptionist to field calls more efficiently. Shows presence for internal users at a glance, allows for click and drag to transfer calls.

FC MESSENGER Cloud based, platform agnostic SMS/MMS software that allows users to "text" individually or share an account/phone number, including MMS (pictures). Other features include being able to schedule/send text reminders, sending messages to groups/lists of people, as well as use the blast feature to schedule information/messages to be sent to a group. Limitations to the system mean this is NOT to be used as full-fledged Marketing tool, but it is possible to send targeted marketing to smaller groups.

MPLS (Multiprotocol Label Switching) A private and secure WAN solution

DATA CENTER Locations in Chicago and Akron, 24x7x365 access. Secure with power, provides access to multiple carriers, useful for disaster recovery; rented by half rack up to multiple racks

INTERNET CONNECTION Provided as Co-Ax (BCI, “Business Class Internet”; or BI, “Business Internet”), Fiber (DIA, Dedicated Internet Access), or Cellular. Co-Ax and Fiber would be prominently the primary connection, with the Cellular options (noted below) as back up. Availability and accessibility, as well as cost will be dependent on the service address/area. Carriers may vary.

4G LTE BUSINESS INTERNET Powered by Verizon, this is an internet alternative for a temporary situation or back up for another internet connection. Also good for places where cabling is hard or impossible to do.

5G BUSINESS INTERNET Powered by Verizon, an unlimited plan for backup internet; no caps, no throttling.

ENHANCED POTS (E-POTS) POTS replacement for those analog lines that can NOT go down – alarms/security, elevators, fire alarms, etc. Provided and installed by AT&T with 4G LTE backup.

UC SIP PRI SIP trunking available for PBX connectivity, unlimited local calling, includes 1000 long distance/toll free minutes and 40 DIDs. Can be accessed through the hosted Admin portal for call analytics as well as easy manipulation for disaster recovery

UC BASIC/UC BASIC FAX VoIP version of an analog line. To be used for things like fax lines, door buzzers, etc. – anything that needs an analog-like connection but must go through the hosted phone system.

SD-WAN (Software Defined Wide Area Network) Assists with internet stability and quality

Fortinet (the entry level offering) provides automatic failover and Quality of Service (QOS) for voice traffic in a more cost-effective offering

VMWare (formerly VeloCloud, the enterprise offering) while also offering automatic failover, this zero-touch provisioning offering will also optimize application performance with features like QOS shaping and packet steering, ensuring the best quality is always available.

MANAGED SECURITY Using FortiGate software, this is a hosted cloud or on-premise firewall, providing protection at 3 different levels based on your customer’s choice of product.