



Hosted PBX Feature Rich Service Bundles

	Basic	Standard	Premium
Call Forward Always	✓	✓	✓
Call Forward Busy	✓	✓	✓
Call Forward No Answer	✓	✓	✓
Call Forward Not Reachable	✓	✓	✓
Call Transfer, Call Return	✓	✓	✓
Call Transfer, Call Hold	✓	✓	✓
Caller ID Name/Number	✓	✓	✓
Incoming/Outgoing Call Plan	✓	✓	✓
Emergency Zones	✓	✓	✓
LDAP Integration	✓	✓	✓
Voicemail Box		✓	✓
Anonymous Call Rejection		✓	✓
DND – Do Not Disturb		✓	✓
Speed Dial 8 & 100		✓	✓
Call Park / Call Pickup		✓	✓
Alternate Numbers			✓
Barge In Exempt			✓
Busy Lamp Field			✓
Call Forward Selective			✓
Call Notify			✓
Custom Ringback–Call Waiting			✓
Directed Call Pick up-Barge In			✓
Priority Alert			✓
Push to Talk			✓
Selective Call Acceptance			✓
Selective Call Rejection			✓
Shared Call Appearance (10+)			✓
Account Codes			✓
Instant Call Group			✓
Broadworks Anywhere			✓
Comm Pilot Call Manager			✓



Call Forward Always: Enables a user to redirect all incoming calls to another phone number.

Call Forward Busy: Enable a user to redirect calls to another destination when an incoming call encounters a busy condition.

Call Forward no Answer: Enables a user to redirect calls to another destination when an incoming call is not answered within a specific number of rings.

Call Forward Not Reachable: Allows for configuring a location [for example, a mobile] where a call should be redirected when the main device is unreachable.

Call Transfer, Call Return: Enables user to call the last party that called, whether or not the call was answered.

Call Transfer, Call Hold: Enables a user to transfer a call or place it on hold.

Caller Id Name/Number: Provides the name and number of the company for outgoing calls from users in the group.

Incoming/Outgoing Call Plan: Enables administrators to block specified incoming/outgoing calls to their company, department and/or individual users.

Emergency Zones: Translate E 911 address.

LDAP Integration: Enables users to access contact names and phone numbers from an LDAP directory using an additional tab on their CommPilot Call Manager application.

Voicemail Box

Anonymous Call Rejection: Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID.

DND – Do Not Disturb: Allows users to set their station as unavailable so that incoming calls are given a busy treatment.

Speed Dial 8 & 100: Enables users to dial pre-defined digit codes to up to 8 or 100 frequently called numbers.

Call Park: Enables a user to hold a call and to retrieve it from another station within the group.

Call Pickup: Enables a user to answer any ringing line within their pick up group.

Alternate Numbers: Enables users to have up to 10 phones numbers and/or extensions assigned to them.

Barge In Exempt: Users with this service assigned cannot have their calls barged in on by other users.

Busy Lamp Field: Enables a user to receive the call state information on monitored users.

Call Forward Selective: Enables a user to define criteria that cause certain incoming calls to be redirected to another destination.

Call Notify: Enables a user to define criteria that cause certain incoming calls to trigger an email notification. **Customer Ring back – Call Waiting:** Enables a user to specify custom audio media files such as music or corporate greetings for ring back tones versus a standard system ring tone.

Directed Call Pick Up – Barge In: Enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.

Priority Alert: Enables a user to define criteria to have certain incoming calls trigger a different call waiting tone or a different ringing cadence than normal calls.

Push To Talk: Enables user-to-user intercom service across an enterprise.

Selective Call Acceptance: Enables users to define criteria that causes certain incoming calls to be allowed.

Selective Call Rejection: Enables a user to define criteria that cause certain incoming calls to be blocked.

Shared All Appearance (10+): Allows for incoming calls to ring on up to 10 additional phones simultaneously, connecting the first phone to be answered.

Account Codes: Enables the tracking of calls made to outside of the organization by prompting users for an account code.

Instant Call Group: Allows the administrator to configure up to 20 distinct telephone numbers that will be automatically dialed by the system and added to an instance conference call every time a user calls the associated telephone number.

Broadworks Anywhere: This feature allows users to designate a single phone number for incoming and outgoing calls, regardless of which phone they are currently using.

Comm. Pilot Call Manager: Provides a web-based tool for users to invoke their services, as an alternative to using feature code or depressing the flash hook.