



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 is answered.
- Call Transfer, Call Hold:** Enables a user to transfer a call to another extension.
- 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.
- Integration:** Integrates with various third-party applications and services.

Voicemail Box

- Anonymous Call Rejection:** Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID.
- 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 8 or 100 digit codes to up to 800 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 available to a group of users.

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.