



# Hosted Voice

## Service Guide

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## Next-Generation Phone Service

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MegaPath Hosted Voice works harder and smarter to help small businesses compete like never before. You get all the functionality of a big business phone system while saving time and money. MegaPath combines simplified calling plans with flexible long distance options and advanced IP features to enhance productivity. Complete the solution with your choice of broadband from MegaPath or your current provider. With our new mobility application, you have even more freedom with the ability make and receive phone calls and update your call settings on the fly using your smart phone.

### Calling Plan Overview

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#### Hosted Voice Calling Plans

MegaPath's Hosted Voice Calling Plans help you customize a solution to meet the unique needs of your small business. With the Hosted Employee service, you can mix and match individual seat plans based on the long distance calling needs of each employee. The Hosted Employee Lines National and Global calling plans include unlimited national or international calling respectively in the per-employee rate. The Hosted Employee Lines Local and Hosted Voice Common Lines calling plans offer metered long distance.

Hosted Voice is a complete solution that includes:

- Hosted Voice calling plans with National and International long distance options
- Full range of advanced IP features
- Industry-leading customer service
- Choice of feature-rich IP phones and hardware
- Choice of broadband (MegaPath Business Class DSL, T1, Bonded T1, or Business Ethernet – or your current provider)
- Mobility application for easy one-touch calling from your smart phone

## Seat Plans (Individual Long Distance Minutes)

Calling Plan	Details	National Long Distance	International Long Distance
<b>Hosted Voice Employee - Global</b>	<ul style="list-style-type: none"> <li>For employees with global calling needs</li> </ul>	<ul style="list-style-type: none"> <li>Includes unlimited nationwide calling to the lower 48 states and Canada</li> </ul>	<ul style="list-style-type: none"> <li>Includes unlimited calling to 22 countries*</li> </ul>
<b>Hosted Voice Employee - National</b>	<ul style="list-style-type: none"> <li>For employees calling nationwide</li> </ul>	<ul style="list-style-type: none"> <li>Includes unlimited nationwide calling to the lower 48 states and Canada</li> </ul>	<ul style="list-style-type: none"> <li>Competitive metered rates</li> </ul>
<b>Hosted Voice Employee - Local</b>	<ul style="list-style-type: none"> <li>For employees with minimal long distance calling needs</li> </ul>	<ul style="list-style-type: none"> <li>Competitive metered rates</li> </ul>	<ul style="list-style-type: none"> <li>Competitive metered rates</li> </ul>
<b>Hosted Voice Common Line - Local</b>	<ul style="list-style-type: none"> <li>Basic dial tone-only service with metered usage</li> <li>Best for a conference room phone, lobby phone, or other low-use applications—such as visitor/guest phones</li> </ul>	<ul style="list-style-type: none"> <li>Competitive metered rates</li> </ul>	<ul style="list-style-type: none"> <li>Competitive metered rates</li> </ul>
<b>Hosted Voice Common Line - National</b>	<ul style="list-style-type: none"> <li>Basic dial tone-only service with calling nationwide</li> <li>Best for a conference room phone, lobby phone, or other low-use applications—such as as visitor/guest phones</li> </ul>	<ul style="list-style-type: none"> <li>Includes unlimited nationwide calling to the lower 48 states and Canada</li> </ul>	<ul style="list-style-type: none"> <li>Competitive metered rates</li> </ul>
<b>Hosted Voice Receptionist - Global</b>	<ul style="list-style-type: none"> <li>Includes a software application that allows employee to view phone status of users</li> <li>For employees with global calling needs</li> </ul>	<ul style="list-style-type: none"> <li>Includes unlimited nationwide calling to the lower 48 states and Canada</li> </ul>	<ul style="list-style-type: none"> <li>Includes unlimited calling to 22 countries*</li> </ul>
<b>Hosted Voice Receptionist - National</b>	<ul style="list-style-type: none"> <li>Includes a software application that allows employee to view phone status of users</li> <li>For employees calling nationwide</li> </ul>	<ul style="list-style-type: none"> <li>Includes unlimited nationwide calling to the lower 48 states and Canada</li> </ul>	<ul style="list-style-type: none"> <li>Competitive metered rates</li> </ul>

Calling Plan	Details	National Long Distance	International Long Distance
<b>Hosted Voice Receptionist - Local</b>	<ul style="list-style-type: none"> <li>• Includes a software application that allows employee to view phone status of users</li> <li>• For employees with minimal long-distance calling needs</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive metered rates</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive metered rates</li> </ul>
<b>Hosted Voice Shared Line - Local</b>	<ul style="list-style-type: none"> <li>• Includes Key System features—such as shared-line appearance and direct intercom paging</li> <li>• For customers with minimal long-distance calling needs</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive metered rates</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive metered rates</li> </ul>
<b>Hosted Voice Shared Line - National</b>	<ul style="list-style-type: none"> <li>• Includes Key System features like shared-line appearance and direct intercom paging.</li> <li>• For customers calling Nationwide</li> </ul>	<ul style="list-style-type: none"> <li>• Includes unlimited nationwide calling. Includes lower 48 and Canada</li> </ul>	<ul style="list-style-type: none"> <li>• Competitive metered rates</li> </ul>

\* 22 countries include Austria, Belgium, Canada, Chile, China, Denmark, France, Germany, Hong Kong, Ireland, Italy, Malaysia, the Netherlands, New Zealand, Norway, Singapore, South Korea, Spain, Sweden, Switzerland, Taiwan, and the United Kingdom.

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## Optional Add-ons

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Additional functionality can be added to your MegaPath Hosted Voice service, giving your business even more administrative options and productivity features.

### **Auto Attendant**

Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions. Additionally, for maximum flexibility, Auto Attendant may be configured to provide separate business and after-hours greetings.

### **Forwarding Numbers**

Basic dedicated forwarding service or use as a market expansion line so that your business can enjoy a local appearance anywhere in the country.

### **Growth Reserved Numbers**

You may order new local numbers from MegaPath for future use—such as to prepare for adding employees or hunt groups. This is the best way to preserve consecutive number blocks when available.

### **Hunt Groups**

Hunt groups allow for automatic distribution of incoming calls to two or more extensions. Extensions may be dialed simultaneously or sequentially, and include options for simultaneous ringing and weighted distribution.

### **Instant Group Call**

Allows instant set up of a conference bridge for up to 20 telephone numbers. Especially useful for an emergency or for recurring team meetings. Instant Call Group can be used with Push to Talk to simulate paging functionality.

### **MegaPath Anywhere**

MegaPath Anywhere allows users to make and receive calls via a single phone number, regardless of which device they use. A user can have a fixed phone, a mobile phone, a soft client, an executive conference room phone, or any similar set of devices. With MegaPath Anywhere, a user can move a call from one device to another without disconnecting the call.

### **Software Attendant Console**

A software application that allows a front desk receptionist or group administrator to view the phone status of users (idle, busy, do not disturb) and incoming call information, route calls, perform announced and unannounced transfers, and set up impromptu 3-way conferences.

This application runs on Windows® XP and Vista, and offers the ability to 'click-to-transfer'.

### **Toll Free Numbers**

Add toll-free numbers to make it even easier for customers to contact you. Toll-free numbers can be configured to forward toll free calls to your auto-attendant, hunt group, call center, or any other extension you feel would benefit your business and your customers. Toll-free minute bundles are also available.

### **Vanity Telephone Numbers**

You may request vanity toll-free numbers—such as 1-800-FLOWERS—to help you gain mindshare with your customers. If a number you request is available, MegaPath will add it to your account just like any other toll-free number.

### **Voice Mailboxes**

This independent voicemail package with a dedicated phone number can be used by one or many employees to check and receive voicemail messages in the office or on the road.

## Detailed Plan Features

Hosted Voice Features	Description
<b>Voice Features</b>	
Basic Features (Class 5)	Includes all the basic phone functions—such as caller ID, call forwarding, call hold, call transfer, call waiting, 3-way calling, redial, do not disturb, speed dial and hook flash
e911 Service	Local emergency services
Unlimited On-net Calling	Free calling to co-workers and other MegaPath Customers
Unlimited Local Calling	Free unlimited local calling
Extension Dialing	Using a 2 to 6-digit extension, users can call co-workers within their company, regardless of location
Calling Line ID	Displays the caller's name and telephone number when available
Hold	Lets employees put a caller on hold and resume the conversation with the caller at a later time
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties
Call Park	Enables users to hold a call and retrieve it from another station within a group
Call Pick Up	Enables a defined user to answer any ringing line within their call pick-up group
Simultaneous Ring	Enables users to have incoming calls ring up to ten phone numbers or extensions at the same time
Sequential Ring	Allows users to have up to five phone numbers ring in a specified sequence when they receive incoming calls that meet specific criteria
Distinctive Ringing	Provides a different ringing cadence for calls that meet specific criteria
Shared Call Appearance with Line Status Monitoring	Allows users to see when a shared line is active on another phone
Directed Call Pick-up and Barge-in	Enables a user with permission to answer or barge-in on a call directed to another phone in their group
Find me / Follow me	Allows users to define call treatments – how incoming calls are routed or forwarded for individuals or groups of inbound callers—ensuring that important calls are not missed

<b>Voice Features, continued</b>	
Call Logs	Displays records of the user's most recent incoming, missed, and outgoing calls and allows the user to click-to-dial any number on the logs
TeleWorker	Enables a phone to provide service without the aid of an EdgeMarc or dedicated MegaPath connectivity
Push to Talk	Point to Point intercom functionality between two phones in the same group. Can be used with Instant Group Call to simulate paging functionality
N-Way Calling	Enables a user to add up to 13 additional participants to an active call
Hoteling	Allows a user to log in as a guest on a host phone and use that host phone as they would their normal desk phone. All incoming calls are routed to the host phone while all outbound calls appear to come from the user's desk phone
<b>Voicemail Features</b>	
Voice Messaging	Voice Messaging allows users to customize their personal greeting; listen to, forward, delete, and save each received message; and fast forward, skip, rewind, or pause messages during playback
Voice Message Indication	A stutter tone and visual indicator on the phone indicate a new voicemail message
Visual Voicemail with Transcription	Voicemails appear as transcriptions, so that users can read the contents of the voicemail easily and quickly
Voicemail to Email	Receive voicemails as email attachments; if available, the caller's name and number are included in the subject line
Voicemail Call Logs	View your voicemail call logs by "all" or "missed" calls. Place calls to phone numbers within your call logs
Voice Message Call Back	Allows the user to respond to a message by calling the sender directly from the system, removing the hassles of searching for and dialing numbers

Web-based Features	
Order Management Portal	Enables administrators to configure their voice services and employees during the installation process
Voice Manager	A simple-to-use Web application that allows the user to make and receive phone calls, change routing, and turn features on or off as needed with a single click; VoiceManager can be used on a smart phone or PC




## Optional Add-Ons





Features	Description
<b>Auto Attendant Features</b>	
IVR	Automated menus allow incoming callers to self-direct calls to the appropriate party, which ensures an efficient calling experience
Customizable Menu Options	Enables businesses to customize the auto attendant to meet their unique needs
Dial by Extension	Allows callers to reach employees by dialing their extension at any time during the auto attendant greeting
Dial by Name	Allows callers to reach employees by dialing the letters of the employee's first or last name
Transfer to Operator	A business can configure the phone menu options to include a transfer to the operator or front desk receptionist, for example
Record User Names	Employees can record their names, which are played when callers dial by name or extension from the Auto Attendant


Attendant Console Features	
User Monitoring Status	Enables a user—for example, a receptionist—to monitor a configurable set of users within a business group, graphically displays each user’s status (busy, idle, do not disturb) and detailed call information, communicates with the MegaPath network so the attendant can perform functions—such as click-to-transfer or click-to-dial
Filter User List	The attendant can filter the displayed list of monitored users by name, department, or title.
Jump to Name	By entering multiple letters, a name will be displayed in the console window via automatic scrolling
Configure Display Columns	Offers the flexibility to select which columns will appear on the monitored user table and the order in which those columns will be displayed

## Megapath-Supported Hardware

The following hardware is certified and supported by MegaPath. Note that MegaPath has specific requirements for firmware and device configuration. Consult your MegaPath account executive for details.

Converged Network Appliances	
	<p>The 24-Port SF 300-24 Managed Switch from Cisco delivers security and advanced network features needed to support business-class data, voice, security, and wireless solutions. It features 24 10/100 ports plus four 10/100/1000 ports, two of which are combination mini-GBIC ports. With energy-saving technology, it also optimizes power use that helps to protect the environment and reduce energy costs without compromising performance.</p>
	<p>The EdgeMarc 250W is an Enterprise-class Session Border Controller that is optimized for small to medium offices. It is used to connect key systems or IP phone users to SIP trunking or hosted PBX services. It is also an ideal branch/remote office solution to connect remote employees to headquarters data center communications systems. It integrates a router with an Ethernet wide area network (WAN) or ADSL uplink, Ethernet LAN switch, Integrated Access Device (IAD) analog ports, PSTN gateway, call quality probe, and optional 802.11 b/g/n wireless access point for data. Designed for small and medium-size office environments, it supports up to 10 concurrent voice calls.</p>
	<p>The EdgeMarc 4552 is a robust business class router capable of applying Quality of Service to voice packets, acting as a DHCP server &amp; NAT device, and providing SIP and firewall services. It has 4 LAN ports which can be used in multiple LAN configurations.</p>

IP Phones	Description	Total Lines	Ethernet Switch	Speaker Phone
	<p>The Cisco SPA 303G is a high-quality 3 line phone with two Ethernet ports and a graphical display. Incorporating shared call appearance, TeleWorker capability, and excellent sound quality, this phone is ideal for standard phone users both in the office and working remotely.</p>	3	Yes	Yes
	<p>The Cisco SPA 509G is a high quality 12 line phone with two Ethernet ports and a backlit display. It features shared call appearance and supports VLANs and Teleworker functions. This phone is ideal for receptionists and other heavy phone users needing multiple lines.</p>	12	Yes	Yes
	<p>The Cisco SPA 525G is a premium 5-line desk phone with a large, backlit color display that enables a rich visual presentation and easier navigation of the on-screen menu. It comes equipped with two Ethernet ports, and Wi-Fi and Bluetooth connectivity. It also features shared call appearance and supports VLANs and TeleWorker functions. This phone is ideal for executive use or any user needing a color display or Wi-Fi.</p>	5	Yes	Yes
	<p>The Polycom SoundStation IP 6000 is an advanced conference phone that delivers superior performance for small to midsize conference rooms. Featuring Polycom's HD Voice technology, proven echo-cancellation, and the ability to deliver high-fidelity audio from 220 Hz to 14 Hz, it creates everyday conference calls that sound as natural as being there. A must have for every conference room.</p>	2	No	Yes

Telephone Adapter (TA)	
	<p>The Linksys SPA 2102 is a SIP and NAT-compliant Analog Telephone Adapter with a dual 100Mbps LAN port and two FXS (phone) ports, perfect for situations requiring the use of an analog telephone, conference phone, or fax machine.</p>

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