

Feature	Virtual	Standard	Premier	Optional
Unlimited Local/Long Distance Calling (U.S. & Canada)	X	X	X	
Technical Support	X	X	X	
Moves/Adds/Changes Support	X	X	X	
Business Communication Features	X	X	X	
Simultaneous Inbound/Outbound Call Path Per User	X	X	X	
Direct Dial Number/Personal Phone Number	X	X	X	
Geographic Failover	X	X	X	
Desk Phone Support		X	X	
Bring You Own Phone Support		X	X	
Voicemail Mailbox	X	X	X	
Voicemail Transcription	X	X	X	
Voicemail to E-mail Delivery	X	X	X	
Connect Desktop App Access	X	X	X	
Connect Mobile App Access (iOS/Android)	X	X	X	
Connect App Video Calling	X	X	X	
Connect App Presence & Chat	X	X	X	
Connect App File Sharing & Collaboration	X	X	X	
WebRTC Based Communications	X	X	X	
Unlimited Business Text Messaging (SMS)	X	X	X	
BLF Phone Based Presence	X	X	X	
Advanced Call Routing	X	X	X	
Personalized Call Routing	X	X	X	
Business Continuity/Disaster Recovery	X	X	X	
Intelligent Automated Attendant	X	X	X	
Music on Hold	X	X	X	
Customizable Music on Hold	X	X	X	
Corporate Phonebook	X	X	X	
Analog Device Support (Requires ATA)		X	X	
Find Me/Follow Me	X	X	X	
Basic Call Reporting	X	X	X	
International Long Distance (Tolled)	X	X	X	
Hunt Groups	X	X	X	

Feature	Virtual	Standard	Premier	Optional
ACD Agent Groups (Call Queues & Distribution)				X
ACD Queue Announcements (On Hold Announce)				X
ACD Queue Reports				X
Call Groups	X	X	X	
Group Pickup	X	X	X	
Overhead Paging Integration (Requires Add'l Device)	X	X	X	
Page Groups	X	X	X	
Call Recording (On-Demand)	X	X	X	
Call Recording (Continuous)	X	X	X	
Personal Call History	X	X	X	
Speed Dial	X	X	X	
Intercom	X	X	X	
Call Park	X	X	X	
Monitored Call Park		X	X	
Transfer (Blind/Attended)	X	X	X	
Conference (Three Party)	X	X	X	
Call Forwarding	X	X	X	
Call Waiting	X	X	X	
Caller ID	X	X	X	
Do Not Disturb	X	X	X	
Customized Call Schedules	X	X	X	
Multi-Party Audio Conference Bridge	X	X	X	
Personal Conference Bridge	X	X	X	
Grandstream 2135 IP Phone Included			X	
Web Click2Call				X
Web Services API Integrations				X
Operator/Supervisor Console				X
Toll Free Number				X
SD-WAN Managed Service Delivery				X
Managed Internet Transport Delivery				X