



SIMPLE HOSPITALITY SERVICE DESCRIPTION

STANDARD FEATURES			
CATEGORY	FEATURES	CATEGORY	FEATURES
BILLING	<ul style="list-style-type: none"> • Simple all-inclusive plans • No seat fees • Online bill payment 	PERSONALIZATION	<ul style="list-style-type: none"> • Individual voice mail configuration • Web-based user dashboard • Personal phone book • Personalized ring tones
RELIABILITY	<ul style="list-style-type: none"> • Four bi-coastal geographic backups • On site PBX backed up to cloud • 24x7x365 system monitoring 	GROUPS	<ul style="list-style-type: none"> • Park and pickup groups • Intercom groups • Paging groups • Ring (hunt) groups
DISASTER RECOVERY	<ul style="list-style-type: none"> • Auto-detect disaster routing • Automatic remote system failover • Backup and restore system settings 	PRIVACY	<ul style="list-style-type: none"> • Call blocking • Do not disturb • Telemarketer blocking/blacklist
SAFETY	<ul style="list-style-type: none"> • Direct 911 (Ray Baum Act/Kari's Law) 	AUTOMATED ATTENDANTS	<ul style="list-style-type: none"> • Auto-attendants • Dial by extension or name • Interactive voice response • Music on hold/on transfer
CALL MANAGEMENT	<ul style="list-style-type: none"> • Custom call routing & answering rules • Call hold, park/pickup • Call forward • Call history • Call hold/resume • Call routing • Call transfer- attend, blind, direct • Call waiting • Call queue • Caller ID • Virtual extensions/numbers • Busy lamp field • Time of day routing 	ADMINISTRATION	<ul style="list-style-type: none"> • Online admin dashboard • Assign features by extension • Call detail reports • Set international dialing permissions • Password administration • Remotely deployed upgrades
VOICE	<ul style="list-style-type: none"> • Unlimited voice channels (trunks) • Unlimited employee/dept extensions • Auto divert/reject • Upload custom greetings • Upload custom hold music • Last number redial • Multiple device ringing • Speed dial • Phone-to-phone intercom/paging 	MOBILITY	<ul style="list-style-type: none"> • Cell phone integration • Find me/follow me (call hunt) • Office anywhere portal • Remote office connect • Online voice mail retrieval
VOICE MAIL	<ul style="list-style-type: none"> • Unlimited voice mail • Voice mail to email • Retrieve messages via phone, web, or email attachment • Message waiting indicator • Online voice mail setup portal • Forward voice mail messages 	SUPPORT	<ul style="list-style-type: none"> • Level 1 customer support • Always available 24x7x365 • Native English-speaking team • Live support
CONFERENCE & COLLABORATION	<ul style="list-style-type: none"> • Conference bridge/lines • Three-way calling 	CONNECTIVITY	<ul style="list-style-type: none"> • Native PRI, T1, POTS, SIP handoff for existing systems
PHONE BOOKS, DIRECTORIES, CALL LOGS	<ul style="list-style-type: none"> • Company directory/phone book • Call logs by extension • Caller hold-time reports • Personal phone directory 	NOTE	<ul style="list-style-type: none"> • Some features may require IP phone

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SIMPLE HOSPITALITY (Continued) SERVICE DESCRIPTION

ADD-ON FEATURES			
CATEGORY	FEATURES	CATEGORY	FEATURES
RECORDING, MONITORING, ROUTING	<ul style="list-style-type: none"> • Call monitoring • Call recording company-wide or on-demand • Call queue recording • Call screening (whisper) • Unified dialplan across all locations • Caller ID by name and number • Multi-call park groups 	CALL CENTER	<ul style="list-style-type: none"> • Contact us to learn more about call center services
AUTOMATED ATTENDANTS	<ul style="list-style-type: none"> • User-configurable menus • Multilingual dial by name directory • Professional voice greetings • Licensed music on hold 	FAX	<ul style="list-style-type: none"> • vFAX service • Receive faxes via email as PDF • Domestic, international, toll-free fax numbers
VOICE MAIL & MESSAGING	<ul style="list-style-type: none"> • Transcribed voice mail sent to email • Professional voice mail greetings • Text messaging (SMS) 	PHONE MANAGEMENT	<ul style="list-style-type: none"> • Setup/provision staff devices • Restart phones remotely • Remotely manage/update IP phones
BUILDING SERVICES	<ul style="list-style-type: none"> • Door entry buzzer • Overhead paging • Security system integration • Elevator phone integration 	ADDITIONAL MINUTES	<ul style="list-style-type: none"> • 5,000 increment minute packages
INTEGRATIONS	<ul style="list-style-type: none"> • PMS system of choice • CAS system of choice • Security and alarm infrastructure • Convention and event center 	PHONES & EQUIPMENT	<ul style="list-style-type: none"> • IP phones • Conference phones • Routers • Gateways and ATAs • Paging hardware • Wireless headsets
CALL REPORTING & ANALYTICS	<ul style="list-style-type: none"> • Call accounting output • Call detail record • Call analytics • Caller hold-time reports 	SAFETY & SECURITY	<ul style="list-style-type: none"> • Alarm system integration • 911 text alerts • Multisite E911 setup
PHONE NUMBERS	<ul style="list-style-type: none"> • Additional numbers (DIDs) • Local numbers (US) • Toll-free numbers (US) • International local numbers • International toll-free numbers • Vanity numbers • Toll-free fax numbers 	NOTE	<ul style="list-style-type: none"> • Some features may require IP phone