

The base rate for the phone service is \$15/ext/month

(Each phone set counts as 1 ext, so 4 phones, would be \$60/month +tax)

All features included with the base rate:

- Basic initial setup and training of phones and service (ongoing customization and support not included)
- One local number per account
- 500min of talk time multiplied by number of extensions across your account
(For example, with 4 extensions the first 2000min would be covered per month for your business)
- 1 voicemail per ext, with voice mail to email feature
- Smart phone app per ext, to make and receive office calls from your cell phone
- Multiple lines per phone set
- Conference calling
- Virtual attendant/operator (“press 1 for... press 2 for...”)
- Call queue
- Call tracking/reporting tools
- Custom hold music/advertising
(Provide a recording you want to play on hold, or pick from 100s of royalty free tunes)
- Long distance calls across North America
(Not including any islands, Alaska, or mobile carriers in Mexico)

Potential additional costs/add-ons:

- One-time purchase of digital phone sets: \$100-250 depending on model
- One-time porting fee to move your existing number(s) over: \$20/number
- Every additional local number added to your account: \$2/month
- Every toll-free number added to your account: \$10/month
- Every 250min over your included talk time: \$5/increment
- International long-distance charges: rate based on destination
- Voicemail transcription (messages converted to readable text in email): \$2/month
- Call recording: \$5/ext/month
- virtual fax to email: \$10/month

Analog VS Digital phone service comparison:

