



JANUARY 2020

# Hosted Voice

CLOUD COMMUNICATIONS BY NRBN





# Niagara's Voice Network

Enabling Cloud Communications on NRBN's  
ultra reliable fibre-optic network .

## **BEST-IN-CLASS PLATFORM**

NRBN evaluated multiple voice platform vendors and chose Cisco BroadSoft, a best-in-class softswitch that provides an excellent balance of future-proof features and classic telephony.

## **TRUE LOCAL PRESENCE**

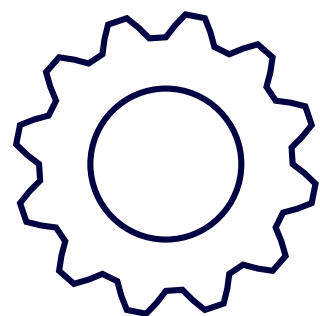
NRBN is Niagara's Voice Network. Our softswitch is located in the Region of Niagara Datacentre in Thorold, and is supported by our local Network Operations team. Your calls start and end on our network.

## **LAYERS OF REDUNDANCY**

To best support our customers, we've set up a full disaster recovery site located in Toronto, ON. Critical servers, VMs, and access to the PSTN are also totally redundant.

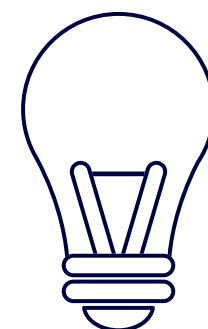


# Hosted Voice Key Benefits



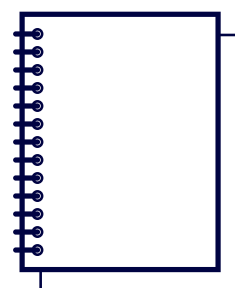
## More Flexibility

Hosted Voice is a monthly subscription service that is billed per user. Hosted on NRBN's private cloud network, it's easy to add or subtract users as your business grows.



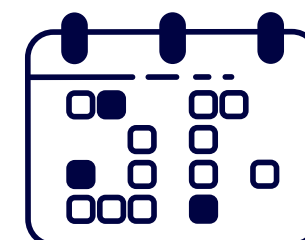
## Feature Rich

The Cisco BroadSoft platform provides all of the traditional features of a PBX along with UC-One collaboration services, such as softphone, meetings, screen sharing, video conferencing, and more.



## Cost Savings

As a managed subscription service, Hosted Voice eliminates the need for systems-based capital purchases and on-going maintenance contracts. IP Phones can be purchased or rented.



## Increase Productivity

With Hosted Voice, users can work from anywhere. When paired with UC-One collaboration services, you can bring the office home with you and never miss a meeting.

# Hosted Voice Packages



## **BASIC ENTERPRISE**

Basic call features and functionality, perfect for common areas like lobbies or lunchrooms. No voicemail.



## **STANDARD ENTERPRISE**

Includes all features in Basic Enterprise, plus added features such as voicemail, call transfer, and three-way calling.



## **PREMIUM ENTERPRISE**

All Basic and Standard Enterprise features, plus features such as sequential ring, shared call appearance, and music on hold.



# Hosted Voice User Features

## Basic Enterprise

- Authentication
- Barge in Exempt
- Basic Call Logs
- Call Waiting
- Calling Line ID Blocking
- Calling Party Category
- Charge Number
- Client Call Control
- Customer Originated Trace
- External Calling Line ID Delivery
- Intercept User
- Internal Calling Line ID Delivery
- Malicious Call Trace
- Physical Location
- Privacy
- Third Party MWI Control
- Third-Party Voice Mail Support

## Standard Enterprise

All of Basic Enterprise, plus:

- Voicemail
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Return
- Call Transfer
- Communication Barring-User Control
- Directory Number Hunting
- Last Number Redial
- Three-Way Calling
- Anonymous Call Rejection
- Automatic Call Back
- Call Me Now
- Diversion Inhibitor
- Do Not Disturb
- Flexible Seating Guest
- Group Night Forwarding
- Hoteling Guest
- Security Classification
- Speed Dial 100
- Speed Dial 8

## Premium Enterprise

All of Basic & Standard Enterprise, plus:

- Alternate Numbers
- Automatic Hold/Retrieve
- Busy Lamp Field
- Call Forwarding Selective
- Call Notify
- Custom Ringback User
- Directed Call Pickup
- Executive Assistant
- Hoteling Host
- MOH/VOH Enhancement
- N-Way Calling
- Pre-Alerting Announcement
- Priority Alert
- Push to Talk
- Selective Call Acceptance/Rejection
- Shared Call Appearance
- Virtual On-Net Enterprise Extensions
- Remote Office
- Simultaneous Ring (Personal)
- Sequential Ring
- Multiple Call Arrangement
- BroadWorks Anywhere



# Hosted Voice Group Features

## Basic Enterprise

- Call Capacity Management
- Emergency Zones
- Incoming Calling Plan
- Intercept Group
- Inventory Report
- Outgoing Calling Plan
- Voice Messaging Group (Portal)

## Standard Enterprise

All of Basic Enterprise, plus:

- Hunt Group
- Series Completion
- Call Park
- Call Pickup
- Group Paging

## Premium Enterprise

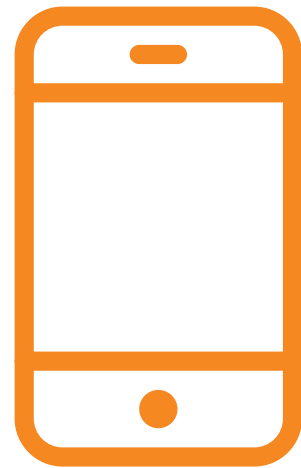
All of Basic & Standard Enterprise, plus:

- Account/Authorization Codes
- Custom Ringback Group
- Custom Ringback Group (Video)
- Enhanced Outgoing Calling Plan
- Instant Group Call
- Music On Hold
- Music On Hold (Video)



# UC-One

Add a UC-One collaboration package to any Basic, Standard, or Premium Enterprise user



## SOFTPHONE

Give your users the ability to make and answer calls on any device. Compatible with Windows, MAC, Android, and Apple.



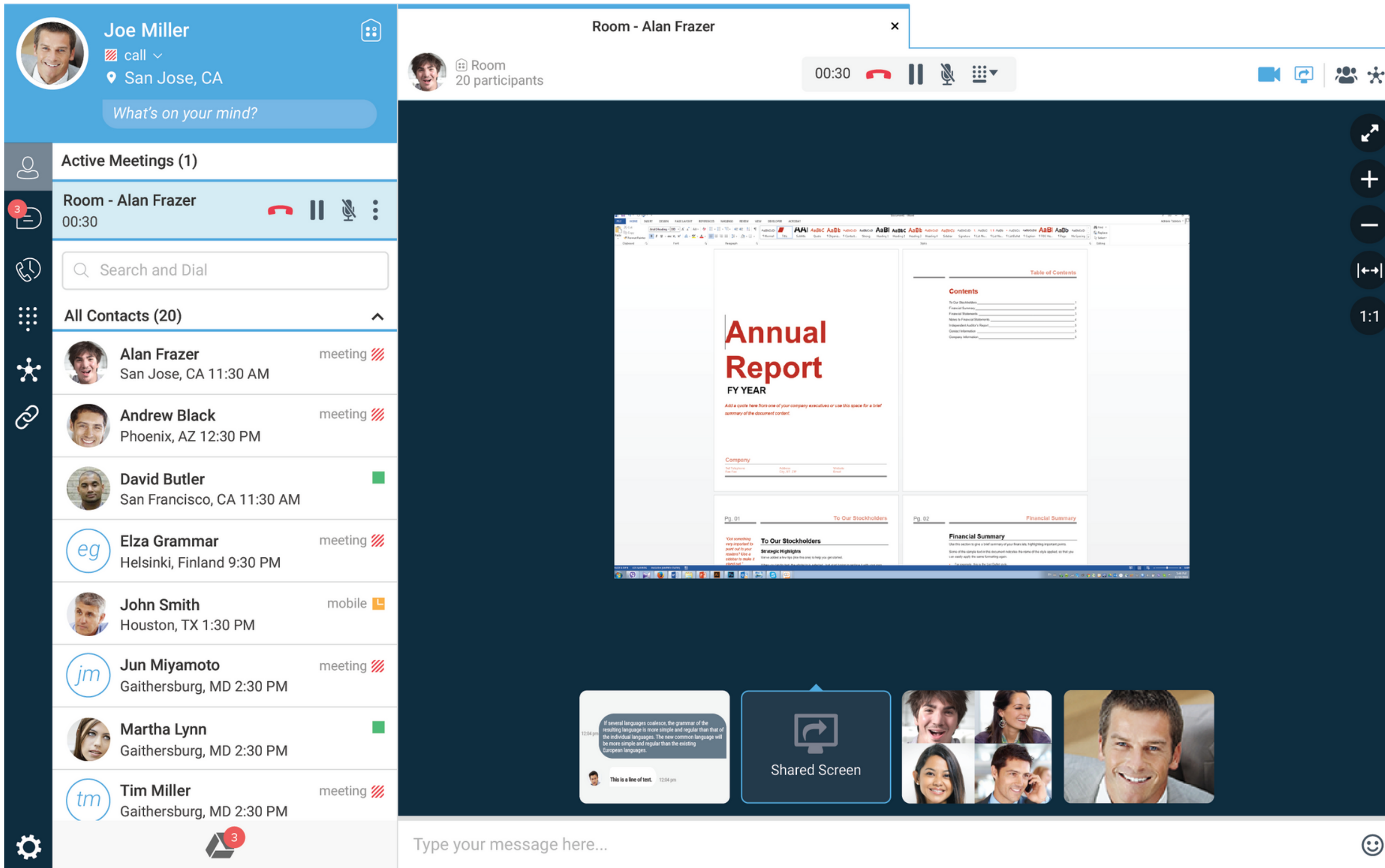
## MESSAGING

Enjoy all the features of Softphone along with Instant Messaging & Presence. Includes 1-to-1 messaging, file sharing, chat history, and Outlook integration.



## MY ROOM MEETINGS

"My Room" is an advanced end-user experience that includes all of the functions of Softphone and Messaging, along with a 30-person voice and video conferencing, multi-party chat, and file sharing application.



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Figure 1. Screen share zoom from UC-One Desktop client



**Hosted Voice setup  
costs up to**

**70%**

**LESS THAN ON-PREMISES PBX,  
INDUSTRY EXPERTS ESTIMATE.**

What's best for business? When it's time to decide whether to use Hosted Voice or on-premises PBX, there are many factors to consider.

From the the size of your team to your comfort level with technical operations and large capital expenditures, you need to be aware of the differences between products.

When you are the one in charge, the responsibility and maintenance of any type of system falls on your shoulders, and an in-house PBX is no different. Hosted Voice reduces your operational burden and capital investment while providing future-proof features and functionality.

# Reach Us

For questions or more info

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