

Collaboration That's Simple & Powerful? Now You're Talking!

We offer everything your business needs to communicate—without the headaches that come with “over-the-top” UC providers who often fall short on quality and support.

Collaboration with Sophistication and Simplicity

Our cloud-based UC solution includes industry-best options for phone hardware, mobile applications, user and administrative portals, call analytics and support for a variety of users and endpoints. But the best part, it comes with call quality you can rely on and support from local experts who care.



With FirstLight, you get:

- **Ease of Use** – Simple interfaces make features and functionality intuitive and easy to toggle between chat, video, notes, and other features.
- **Control** – Using a web interface, end users can set up speed dials and keys on their desk phone without bothering an administrator.
- **Competitive Pricing** – Enjoy competitive rates, as well as special pricing on bundles that include our Internet and cloud services so you save even more.
- **Resiliency** – Our Cloud Communications solution is hosted in geo-diverse data centers for maximum redundancy. FirstLight also operates its own low-latency fiber network with redundancy on diverse pathways.
- **Single Provider** – No more vendor finger pointing with you in the middle. With FirstLight, you get help from local experts who are only a phone call away.
- **Customer Support** – We live and work in the regions we serve, and offer locally based, responsive support from engineers, technicians, and customer service professionals ready and willing to help you.
- **Experience** – FirstLight is an industry pioneer when it comes to UC, and was one of the first providers to offer a hosted phone solution.
- **Convenient Features** – Out-of-the-box video conferencing, single-touch voicemail, call forwarding – all easy, intuitive, and efficient.

Two Flavors, One Outcome: Ease of Communication

FirstLight's Standard Cloud Communications package offers features like remote access forwarding, one-number reach, a convenient user portal, and so much more. FirstLight's mobile application makes accessing features and functionality away from the office simple and easy. For organizations requiring detailed analytics, call routing functionality, and voicemail to email, FirstLight offers Enhanced Cloud Communications.

Visit www.firstlight.net/uc for more info.

Cloud Communications Features

Feature	Standard	Enhanced
3 or 4-Digit Dialing	X	X
Anonymous Call Rejection	X	X
Authorization Codes	X	X
Automatic Recall	X	X
Call Forwarding (Unconditional, Busy, No Answer, Unavailable)	X	X
Call Hold	X	X
Call Jump	X	X
Call Logs (Missed, Placed and Received)	X	X
Call Merge	X	X
Call Park	X	X
Call Park Return	X	X
Call Pick Up	X	X
Call Trace	X	X
Call Waiting	X	X
Caller ID Name & Number	X	X
Conference Calling (3 Party)	X	X
Direct Inward / Outward Dialing	X	X
Do Not Disturb	X	X
Emergency Call Notification	X	X
Enhanced CODEC (OPUS)	X	X
Find Me, Follow Me	X	X
Hunt Groups	X	X
Line State Monitoring	X	X
Multiple Ring Tones	X	X
Music On Hold	X	X
One-Number Reach (Sim Ring)	X	X
On-Hook Dialing	X	X
Outbound Caller ID Blocking	X	X
Personal Directory	X	X
Presence	X	X
Priority Call	X	X
Redial from Call Logs	X	X
Remote Access Forwarding	X	X
Selective Acceptance	X	X
Selective Rejection	X	X
Shared Line Appearances	X	X
SnapMobile Softphone Application	X	X
Speed Dialing	X	X
Standard Analytics	X	X
Unique Internal vs. External Outbound Caller ID	X	X
Unlimited Long Distance	X	X
Voicemail	X	X
Voicemail to E-Mail	X	X
Web Portal Admin Access	X	X
Web Portal User Access	X	X
Advanced Analytics		X
Call Center Functionality		X
Live Message Screening		X