

## High-quality voice, feature rich, at an affordable price: Now you're talking!



FirstLight's cloud-based solution is an invaluable business tool that allows your team to stay in touch wherever they work – whether on the road, in remote locations, or at their desk. FirstLight's voice solution offers the needed features and functionality a modern enterprise needs to thrive, including reliable, high quality Polycom® or Cisco® desk phones, unified messaging, desktop and mobile software with UC features like IM&P, video and more!

FirstLight ends the need for an expensive and proprietary on-premises system and comes with the features that make your business more productive—all at affordable monthly rates and unlimited calling packages.

### Benefits

**Affordable** – Eliminate the need to purchase expensive phone systems that need updating every few years. With state-of-the-art desktop phones, FirstLight provides you with handsets packed with an array of features, many of which come standard. FirstLight's sound-rich phones also come with a full warranty for the life of the contract, giving you peace of mind. Unlimited calling packages also make it easy to budget.

**Flexible** – The ideal solution for workers on the go, multi-location businesses and business continuity. FirstLight's cloud communications solution can adapt to fit the needs of your organization. Leverage as many – or as few – features as you need. Phones can also be moved to any location with a working Internet connection; an ideal solution for a growing business and flexible enough for a temporary relocation during a disaster. Manage office communications remotely and redirect your personal or main office numbers any time or leverage mobile / desktop applications to work from any of your devices as if you're just making calls from the office.

**Easy** – FirstLight provides installation assistance and training to make sure you leverage the full benefits of our solution. FirstLight provides everything you need – from handsets to features, voice mail, dial tone, unified communications features and unlimited calling. Furthermore, you'll have just one provider for all your voice needs, backed by high-quality service and support.

**Scalable** – Features and services can scale up or down with your changing business needs. Seamlessly integrate remote workers or satellite offices as if they're under one roof.

**Reliable** – Our system is designed for maximum availability. We operate multiple, geographically dispersed and interconnected systems to ensure that when your business is working, so is your phone system. FirstLight can eliminate the call quality problems common with other cloud-based solutions by providing service over our state-of-the-art fiber network.



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# Cloud Communications Features

Feature	Seat Type		
	Basic	Standard	Enhanced
Direct Inward / Outward Dialing	X	X	X
3 or 4-Digit Dialing	X	X	X
Shared Line Appearances	X	X	X
Hunt Groups	X	X	X
Call Hold	X	X	X
Call Waiting	X	X	X
Caller ID Name & Number	X	X	X
Outbound Caller ID Blocking	X	X	X
Conference Calling (3 Party)	X	X	X
Automatic Redial	X	X	X
On-Hook Dialing	X	X	X
Call Forwarding	X	X	X
Call Logs (missed, made, answered)	X	X	X
Redial from Call Logs	X	X	X
Personal Directory (up to 100 entries)	X	X	X
Multiple ring tones*	X	X	X
Do Not Disturb	X	X	X
Speed Dialing	X	X	X
Unique Internal vs. External Outbound Caller ID	X	X	X
Call Park	X	X	X
Call Pickup	X	X	X
Unlimited Long Distance	X	X	X
Music on Hold		X	X
Voicemail		X	X
Voicemail to E-Mail		X	X
One-Number Reach (Sim Ring)		X	X
CommPortal User Access		X	X
CommPortal Admin Access		X	X
CommPortal Desktop Assistant		X	X
Sim Ring		X	X
Find Me, Follow Me		X	X
Hot Desking			X
Accession Communicator (IM&P) - Desktop			X
Accession Communicator (IM&P) - Mobile			X
Voicemail Transcription			X
Salesforce & Sugar CRM Integration			X
<b>Additional Services (can be added to any account/seat type):</b>			
Auto-Attendant - Basic			
Auto-Attendant - Enhanced			
Call Center - Basic			
Call Center - Enhanced (w/ whisper, barge, monitor)			
Call Recording			