

## Unified Communications as a Service

Collaboration is changing the way we do business. With today's mobile workforce and the consumerization of devices, people are demanding a new approach to collaboration. You can transform your business with UCaaS solutions from FirstLight. FirstLight's UCaaS provides users with a people-focused, collaborative experience across multiple devices. Your employees, partners, and customers can collaborate with your organization anywhere, any time, on any device—all without the burdens of deploying and managing hardware and software internally.



### Features

FirstLight's UCaaS solution, leveraging Cisco's Collaboration Flex plan, includes all the features today's collaborative environment requires, while being flexible and cost effective. Based on the number of users at an organization, the Flex plan includes the following benefits for all end users.



| Hosted Calling Plan          |   |
|------------------------------|---|
| <b>User Calling Features</b> | <b>Seamless calling experience between all devices   Seamless video experience   Support for up to 10 devices per end user</b><br><b>Industry standard calling features:</b> <ul style="list-style-type: none"> <li>Single number reach</li> <li>Call forwarding</li> <li>Customized music on hold</li> <li>Ad-hoc call recording</li> <li>Internal ad-hoc and scheduled audio conferencing</li> <li>3 Way calling</li> <li>Caller ID</li> <li>Message waiting indicator</li> <li>End user self care portal</li> <li>Do not disturb</li> <li>Call park and pickup</li> <li>Call hold</li> <li>Call transfer</li> </ul>  |
|                              | <ul style="list-style-type: none"> <li>Administrative portal to centrally manage all users and features</li> <li>Automatic Call Distribution and Call Queueing</li> <li>Auto Attendant</li> <li>Dial-by-Name directory</li> <li>Call restrictions</li> <li>Directory integration with enterprise directory services such as LDAP</li> </ul>   |
| <b>Unified Messaging</b>     | <ul style="list-style-type: none"> <li>Single voice mailbox across all phone numbers</li> <li>Voicemail to email synchronization with Microsoft Exchange and Office 365</li> <li>Address voicemails to multiple recipients</li> <li>Tag as urgent or private to prevent unintended listening</li> <li>Easily search voicemails via web, visual voicemail, and/or PC and mobile clients.</li> <li>Easily forward voicemails from your PC or mobile client to multiple recipients</li> <li>Enhanced security and compliance with: <ul style="list-style-type: none"> <li>Password and PIN protection</li> <li>Tag messages as private</li> <li>Ageing policies</li> </ul> </li> </ul> |
| <b>Messaging</b>             | <b>Jabber IM &amp; Presence soft client is included with every user. Jabber supports the following features:</b> <ul style="list-style-type: none"> <li>Supported on all devices (PC, Mac, iOS, and android)</li> <li>Voice and video calling</li> <li>Voice messaging</li> <li>Microsoft Outlook integration</li> <li>Desktop sharing</li> <li>File sharing</li> <li>Emoji support</li> <li>VPNless access anywhere, anytime</li> <li>Integration w/ enterprise directory services such as LDAP</li> <li>Single Sign On available</li> </ul>   |
|                              | <ul style="list-style-type: none"> <li>Supported on all devices (PC, Mac, iOS, and android)</li> <li>Voice and video calling</li> <li>Voice messaging</li> <li>Microsoft Outlook integration</li> <li>Desktop sharing</li> </ul>  |
| <b>Public Space Devices</b>  | Public space devices, such as lobby phones and conference room phones, typically do not need all the features mentioned above. Therefore, in Enterprise Agreement Flex plans, public space devices are included for free.   |

| Service Delivery  |   |
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| <b>Service Transport Network</b><br>Dedicated fiber optic services are delivered to each of the business locations to ensure a quality solution without compromise. | <b>SIP Calling Packages</b><br>Available in both unlimited and metered, a solution can be designed for just about any use case to help control PSTN access costs. |

| UCaaS Hosting Plan   |   |   |
|--|---|---|
| The following is included with your UCaaS Hosting Package  |   |   |
| <ul style="list-style-type: none"> <li>Centralized portal for management of users and features</li> <li>End user self service portal to reduce administrative overhead</li> <li>Software maintenance updates (as necessary) and annual major release upgrades</li> </ul> | <ul style="list-style-type: none"> <li>Application and user feature deployment</li> <li>Moves, Adds, and Changes with a dedicated service level agreement</li> <li>Problem and incident response with dedicated service level agreement</li> <li>Business and end user requirements workshop</li> </ul> | <ul style="list-style-type: none"> <li>Deploy Cisco UC applications on FirstLight infrastructure</li> <li>Integration services for DNS, LDAP, and other network services</li> <li>Bulk provision end users into the administrative portal</li> <li>Connect to any SRST gateways or PSTN services</li> </ul> |

| Cisco Webex Meetings   The following can be added onto the end user subscription: |   |   |
|---|---|---|
| <b>Team based messaging</b>   | <b>Cisco Webex Teams</b><br><b>1:1, group, and team based collaborative messaging, file sharing, whiteboarding, and meeting solution.</b>   |   |
|   | <ul style="list-style-type: none"> <li>Start or join a Webex meeting with a video first collaborative experience</li> <li>Seamlessly join meetings in rooms leveraging collaboration endpoints using "Intelligent Proximity"</li> <li>Anyone can host, and hosts can transfer privileges between team members</li> <li>Secure, encrypted group and team messaging</li> <li>Flag messages for follow up</li> <li>Search all your messages and files for easy access to content shared with your teams</li> </ul> | <ul style="list-style-type: none"> <li>Share files that are organized by team, searchable, and saved along side your communication</li> <li>Live, collaborative, whiteboarding on any device</li> <li>End-to-end encryption – all documents, messages, and whiteboard drawings are encrypted from your device to theirs and in between</li> <li>Encrypted search keeps search terms and results from hackers, governments, and even Cisco</li> <li>Lock and moderation control</li> <li>Integration with 3rd party tools and custom API development to digitize business processes</li> </ul> |
| <b>Webex Meetings</b>   | <ul style="list-style-type: none"> <li>Schedule, join, manage, and participate in meetings on any device with a video first experience</li> <li>High definition audio and video for crystal clear picture and sound on all devices, including mobile</li> <li>Host and join meetings from everywhere just by clicking the "join" button</li> <li>Include everyone, even guests</li> </ul>   | <ul style="list-style-type: none"> <li>Share your screen on any device, including android and iOS devices</li> <li>Record meetings and review later</li> <li>Join from any device: Jabber, Webex Teams, Webex Meetings app, video telepresence devices, S4B clients, etc</li> <li>PSTN audio bridge plans are available at additional cost</li> <li>Host events, webcast, and training solutions are available</li> </ul>   |

| Cisco Collaboration Endpoints   |   |
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| Cisco has the widest endpoint portfolio on the market supporting a wide range of employee communication styles and workspaces. The Cisco endpoint portfolio includes user-friendly, full-featured IP phones to meet the needs of your entire organization.    |   |
|  <p><b>7800 series:</b><br/>Get cost-effective, full-featured VoIP with wideband audio and enhanced acoustics for desktops, small conference rooms, and huddle spaces.</p> |  <p><b>8800 series:</b><br/>Reduce cost with affordable HD video phones for your organization. Superior audio provides crystal-clear VoIP. Give employees workspace flexibility with corporate telephony on mobile devices.</p> |

| Installation and Adoption Services   |   |
|--|---|
| Deploy unified communications and collaboration solutions to your organization without compromise. Let FirstLight decrease the time to deploy a UC solution with our installation options.   |   |
| The following installation services are optional, but highly recommended to enable a seamless transition from your current solution:   |   |
| <ul style="list-style-type: none"> <li>Deploy Cisco IP phones</li> <li>Deploy Cisco Telepresence devices</li> <li>Deploy any gateways necessary to provide SRST and PSTN services</li> <li>Provide support during a cutover from current services</li> </ul> | <ul style="list-style-type: none"> <li>Provide onsite or remote support after the cutover is complete</li> <li>Provide end user adoption services (training) as either a train-the-trainer activity or for all employees</li> <li>Custom integration with 3rd party software</li> </ul> |