

## 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<sup>®</sup> or Cisco<sup>®</sup> 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
3 or 4-Digit Dialing	X	X	X
Anonymous Call Rejection	X	X	X
Automatic Recall	X	X	X
Call Forwarding (Unavailable)	X	X	X
Call Hold	X	X	X
Call Logs (Missed, Placed and Received)	X	X	X
Call Park	X	X	X
Call Pickup	X	X	X
Call Waiting	X	X	X
Caller ID Name & Number	X	X	X
Conference Calling (3 Party)	X	X	X
Direct Inward / Outward Dialing	X	X	X
Do Not Disturb	X	X	X
Hunt Groups	X	X	X
Line State Monitoring	X	X	X
Multiple Ring Tones	X	X	X
On-Hook Dialing	X	X	X
Outbound Caller ID Blocking	X	X	X
Personal Directory (up to 100 entries)	X	X	X
Redial from Call Logs	X	X	X
Shared Line Appearances	X	X	X
Speed Dialing	X	X	X
Unique Internal vs. External Outbound Caller ID	X	X	X
Unlimited Long Distance	X	X	X
Accession Communicator - Desktop / Mobile		X	X
Accession Messaging Service (Instant Messaging & Presence)		X	X
Accession Meeting		X	X
Automatic Callback		X	X
Call Trace		X	X
CommPortal Admin Access		X	X
CommPortal Desktop Assistant		X	X
CommPortal User Access		X	X
Find Me, Follow Me		X	X
Music on Hold		X	X
One-Number Reach (Sim Ring)		X	X
Priority Call		X	X
Reminder Calls		X	X
Remote Access Forwarding		X	X
Selective Acceptance		X	X
Selective Rejection		X	X
SimRing		X	X
Voicemail		X	X
Voicemail to E-Mail		X	X
Call Jump (with Accession Desktop/ Mobile)			X
Hot Desking			X
Live Message Screening			X
Salesforce & Sugar CRM Integration			X
Voicemail to E-Mail w/ Transcription			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			