



Speakeasy Business VoIP

Service Plans, Features and Hardware

One Clear, Simple Solution.



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ONE CLEAR, SIMPLE SOLUTION

Voice + Data + Long Distance + Conferencing + PBX

Speakeasy Business VoIP is the smart communication choice for companies seeking improved productivity, better customer experience and dramatic cost savings.

Speakeasy Business VoIP combines today's communication services with industry-leading broadband technology to deliver communication services at a fraction of the cost. Unlike other providers, Speakeasy Business VoIP offers Outlook® integration, account codes, softphone support, and call quality Service Level Agreements.

SERVICE PLAN OVERVIEW

Business Service Plans

Speakeasy's flexible plans allow you to select plans now and easily make adjustments on the fly as your needs change. Mix and match our plans to meet your business needs. Service plans determine the features available and calling plans determine long distance charges. Assign a service plan to every telephone number within your system – **you decide who needs what features and calling capabilities.**

Speakeasy Business VoIP Calling Plans

» Local Calling Plan

Local and on-net calling (calls placed to other customers on the Speakeasy network) is included and unlimited.

» Unlimited Calling Plan

Offers unlimited local and on-net calling (calls placed to other customers on the Speakeasy network) plus free unlimited long distance calling, including 22 international countries. International countries include Austria, Belgium, Canada, Chile, China, Denmark, France, Germany, Hong Kong, Ireland, Italy, Malaysia, Netherlands, New Zealand, Norway, Singapore, South Korea, Spain, Sweden, Switzerland, Taiwan, and the United Kingdom. (excludes Alaska + Hawaii)

Business Basic		Business Premium	
The Business Basic plan offers businesses the ability to assign basic features to employees, contractors or conference phones, eliminating the extra features the web tool offers that some employees and phones don't require.		The Business Premium plan offers employees more control over their communication needs. By centralizing web and audio conferencing, voicemail, Outlook integration, web-based call handling and click-to-dial, employees use one simple interface to stay in touch with key contacts. Great for employees on the go.	
Local Calling Plan	Unlimited Calling Plan	Local Calling Plan	Unlimited Calling Plan

» Voicemail Only

This independent voicemail package with a dedicated phone number can be used by one or many employees to check and receive voicemail messages in the office or on the road.

» Call Forwarding Only

With dedicated telephone numbers that bring business to you, your business can enjoy a local appearance anywhere in the country.

Optional Add-ons

Additional functionality can be added to your Speakeasy Business VoIP service, giving your business even more voice and productivity features.

» Reception Console

A software console that allows a front desk receptionist or group administrator to view the phone status (idle, busy, do not disturb) and call information. This feature is integrated with the Web Call Manager and offers the ability to 'click-to-transfer' and perform announced and unannounced transfers.

- » **Call Center**
Enables businesses to set up call center groups with incoming calls received by a single phone number distributed among a group of users, or agents.
- » **Auto Attendant**
The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to six configurable extensions.
- » **Toll-Free Numbers**
Add toll-free numbers to make it even easier for customers to contact you. Toll-free numbers can be configured to forward toll-free calls to your auto-attendant.
- » **Hunt Groups**
Hunt groups allow for automatic distribution of incoming calls to two or more extensions. Extensions may be dialed sequentially or simultaneously.
- » **Growth Reserve Numbers**
You may order new local numbers from Speakeasy for future use, such as adding employees or hunt groups. In some cases, consecutive number blocks may be provided.

DETAILED PLAN FEATURES

Business VoIP Features	Description	Business Basic	Business Premium
Voice Features			
Basic Features (Class 5)	Includes all the basic phone functions like caller ID, call forwarding, call hold, call transfer, call waiting, 3-way calling, redial, do not disturb, speed dial and hook flash.	X	X
e911 Service	Quick-dials local emergency operator for assistance.	X	X
Unlimited On-net Calling	All calls placed to other customers on the Speakeasy Voice over IP network are free and unlimited.	X	X
Unlimited Local Calling	All local calls are free and unlimited.	X	X
Extension Dialing	Using the 4-digit extension, users can call coworkers within their company regardless of location.	X	X
Calling Line ID	Offers the capability for the outgoing number to be revealed or blocked by the employee.	X	X
Consultation Hold	Lets employees put a caller on hold, call a third party, hang up and resume the conversation with the caller. Premium users can also execute this from the web call manager.	X	X
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties	X	X
Call Park	Enables users to hold a call and retrieve it from another station within a group.	X	X
Call Pick Up	Enables a defined user to answer any ringing line within their pick-up group.	X	X

Business VoIP Features	Description	Business Basic	Business Premium
Voice Features (cont.)			
Softphone	Lets employees use a software-based telephone on their laptop or desktop computer instead of a traditional phone.	X	X
Simultaneous Ring	Enables users to have incoming calls ring up to ten phone numbers or extensions at the same time, allowing users to handle incoming calls more efficiently.		X
Sequential Ring	Allows users to have up to five phone numbers ring in a specified sequence when they receive incoming calls that meet specific criteria.		X
Distinctive Alert/Ringing	Provides a different call waiting tone or ringing cadence for intra-group calls.		X
Shared Call Appearance	Allows users to have their incoming calls ring 2 to 35 lines simultaneously.		X
Directed Call Pick-up and Barge-in	Enables a user with permission to answer or barge-in on a call directed to another phone in their group.		X
Voicemail			
Voice Messaging	Messaging allows users to customize their personal greeting. Users can also listen to, send, delete and save each voice message they receive. During playback, users can fast forward, skip, rewind or pause.	X	X
Voice Mailbox Integration	Lets employees configure their Speakeasy VoIP voicemail inbox to support a second line, like a mobile phone. This eliminates the hassles of checking multiple voicemail boxes.	X	X
Voice Message Indication	A stutter tone indicates a new voicemail message, and a visual indicator on the phone is also provided.	X	X
Voice Message Notification	Employees are informed of new voice messages via email or SMS.	X	X
Voice Message to Email	Get voicemails as email attachments. Voicemails are attached in a .wav file. If available, the caller's name and number are included in the subject line.	X	X
Voice Message Call Back	Allows the user to respond to a message by calling the sender directly from the system, removing the hassles of searching for and dialing numbers.	X	X
Conferencing Capabilities			
Integrated Audio & Web Conferencing	Provides one platform for all conference needs.	X	X

Business VoIP Features	Description	Business Basic	Business Premium
Conferencing Capabilities (cont.)			
On-demand Audio Conferencing	A dedicated conference line for each user in the system that is available 24/7.	X	X
Web-based Conference Management	Allows users to quickly create web and audio conferences, setting presenters, reoccurring conferences, and reminder notices. Reservations can be easily viewed and modified.	X	X
Small to Large-scale Conferencing	Conferencing supports 2 to 96 participants per call allowing users to schedule anything from team meetings to prospect-facing webcasts, from presentation to desktop sharing	X	X
Conference Setting Controls	Multiple controls allow presenters to select presentation mode (individual or participant mode), control question queue, mute/drop participant, and lock conference.	X	X
Question Queue	Conference leaders can call upon and view 'raised hands' to take questions from the audience.	X	X
Chat Function	Participants can chat privately with other participants or with the presenter.	X	X
Record Conferences	Record conferences for playback at any time to free up presenter's time from re-presenting over and over again or save recordings as knowledge references.	X	X
Web-based Features			
Web-based Portal	Enables users to configure their basic and advanced voice service settings through an easy-to-use portal.	X	X
Web Call Manager	A web-based tool that allows employees to facilitate a variety of phone functions via the web – click-to-dial, answer call, call hold & transfer, conference, and configure services.		X
VoIP Communications Toolbar	The Business VoIP toolbar plug-in allows users to access all of their Business VoIP features directly from Outlook and Internet Explorer. The toolbar can be used in place of the Business VoIP web-based portal and call manager to access virtually all of the Business VoIP features, including placing and accepting telephone calls, changing telephone settings, and conferencing, and it is fully integrated with the user's Outlook contacts directory.		X
Personal Locator (find me/ follow me)	Allows users to define call treatments – how incoming calls are routed or forwarded for individuals or groups of inbound callers ensuring important calls are not missed, includes selective call acceptance and rejection.		X
Remote Office	Lets users place calls from any phone as if they were in the office, avoiding long distance fees and hotel calling surcharges.		X

Business VoIP Features	Description	Business Basic	Business Premium
Web-based Features (continued)			
Call Logs	Displays records of the user's most recent incoming, missed, and outgoing calls and allows the user to click-to-dial any number on the logs.		X
Unified Messaging	Get voicemails as email attachments. Voicemails are attached in a .wav file. If available, the caller's name and number are included in the subject line.	X	X
Microsoft® Outlook® Integration	Users can integrate personal contacts in Outlook® with their Web Call Manager allowing them to search and click-to-dial.		X
Group Administrator Features			
Account Codes	Allows the administrator to set up codes that users can enter to track the calls they make, for example, to a particular customer for billing purposes.	X	X
Authorization Codes	Allows the administrator to set up codes that users must enter before they can place a phone call.	X	X
Dialing Restrictions	Allows the administrator to set the calling policy for each user, from most restrictive (internal extension dialing only) to least restrictive (domestic long distance, and international dialing).	X	X
Music on Hold	Allows group administrators to upload an audio file (.wav) into the system for broadcast play to parties on hold.	X	X
Loudspeaker Paging	Group administrators can access an intercom paging system by dialing an extension within the group – the paging system is configured easily through the web portal.	X	X
Device Inventory	Via the web call manager, administrators can inventory their Integrated Access Devices, gateways, and IP phones. Devices are easily added, deleted, and modified and users may be assigned to a device.	X	X
Password Management	Group administrators can re-set user passwords for the web-based portal and the voicemail system.	X	X
Group Resource Inventory Reporting	Generate reports based on resource usage – gain insight into phone number, device, services, users and department usage.	X	X


OPTIONAL ADD-ONS




Features	Description	Business Basic	Business Premium
Auto Attendant Features			
Auto Attendant Support	Automated menus allow incoming callers to direct calls to the appropriate party, which ensures an efficient calling experience.	X	X
Customizable Menu Options	Enables businesses to customize the auto attendant to meet their unique needs.	X	X
Dial by Extension	Allows callers to reach employees by dialing their extension at any time during the auto attendant greeting.	X	X
Dial by Name	Allows callers to reach employees by dialing either the letters of the employee's first or last name.	X	X
Holiday Schedule	Group administrators can designate business holidays and set an after-hour greeting for those scheduled dates.	X	X
Night Attendant	Enables group administrators to establish a different Auto-Attendant greeting outside of normal business hours.	X	X
Transfer to Operator	A business can configure the phone menu options to include a transfer to the operator or front desk receptionist, for example.	X	X
Record Greeting Remotely	Enables group administrators to record greetings remotely incase changes arise or the office closes due to inclement weather, for example.	X	X
Record User Names	Employees can record their name associated with their greeting, this name is played when callers dial by name or extension from the Auto Attendant.	X	X
Call Center Features			
Agent Login/Logoff	Allows agents to login and log off the call center system.	X	X
Call Queuing	The system will queue incoming calls in the order received until an agent is available to answer the call.	X	X
Multiple Call Distribution Policies	The group can set uniform distribution rules to call incoming calls to the available agents.	X	X
Outlook® Contact Integration	Integrates incoming callers with Outlook contacts by searching the agents Outlook contact database and displaying the contact information.		X
Overflow	An overflow destination can be assigned to calls when a group is unable answer immediately.	X	X
Screen Pops	By using Outlook integration, the system will pop-up the callers contact information if available.		X




Features	Description	Business Basic	Business Premium
Call Center Features (cont.)			
Statistics	Report on data such as "average number agents busy" and "average hold times before call loss" or track individual agent performance, such as "average time on calls" and "amount of time agent is logged on versus idle." Reports are generated at the end of each day and delivered to up to two email addresses.	X	X
Queue Escape	Queue escape offers callers an option to get out of the call queue.	X	X
No Answer Policy	Calls that have been distributed to agents but not answered in a specific number of rings, is redirected to the next available agent. Once all agents have been visited once, the call can either be forward to an external number or be placed back in the queue.	X	X
Attendant Console Features			
Basic capability	The web-based Attendant Console enables a user (e.g. receptionist) to monitor a configurable set of users within their business group. The Attendant Console graphically displays users' status (busy, idle, do not disturb), as well as detailed call information. The Attendant Console window is integrated with the Web Call Manager so the attendant can perform functions such as click-to-transfer or click-to-dial.	X	X
Filter User List	The attendant can filter the displayed list of monitored users by name, department or title.	X	X
Jump to Name	By entering multiple letters, a name will be displayed in the console window via automatic scrolling.	X	X
Sort List	The contact list can be sorted by name, department or title.	X	X
Configure Display Columns	Offers the flexibility to select which columns will appear on the monitored user table and the order in which those columns will be displayed.	X	X
View Call Information	The attendant can view the duration of monitored users' calls and name and number of the parties they are speaking with.	X	X
Other Optional Add-ons			
Toll-free Numbers	Add toll-free numbers to make it even easier for customers to contact you. Toll-free numbers can be configured to forward toll-free calls to your auto-attendant.	X	X
Hunt Groups	Allows users to be included in a specified sub-group to handle incoming calls received to an assigned phone number.	X	X
Growth Reserve Numbers	You may order new local numbers from Speakeasy for future use, such as adding employees or hunt groups. In some cases, consecutive number blocks may be provided.	X	X


SPEAKEASY-SUPPORTED HARDWARE

The following hardware is certified and supported by Speakeasy. Note that Speakeasy has specific requirements for firmware and device configuration. Consult your Speakeasy account executive for details.

Converged Network Appliances	
 <p>The EdgeMarc 4200 is a robust business class router capable of applying Quality of Service to voice packets, acting as a DHCP server & NAT device, and providing SPI and firewall services. It has 4 LAN ports which can be used in multiple LAN configurations.</p>	EdgeMarc 4200-02 Converged Network Appliance (supports up to 2 concurrent calls)
	EdgeMarc 4200-05 Converged Network Appliance (supports up to 5 concurrent calls)
	EdgeMarc 4200-10 Converged Network Appliance (supports up to 10 concurrent calls)
	EdgeMarc 4200-30 Converged Network Appliance (supports up to 30 concurrent calls)

IP Phones	Description	Total Lines	Ethernet Switch	Speaker-phone
 <p>LG 6830 phone</p>	The Lucky Goldstar (LG) 6830 is a value-priced, full-featured IP phone with a 3-line LCD display and 24 flexible keys that can be programmed to support either telephone lines or shortcut functions (speed dial, voicemail, etc.). The LG 6830 supports Enhanced Shared Call Appearance with Line Status Monitoring, enabling users to both see the status of calls placed and received on other LG phones and retrieve calls placed on hold by other LG phones. This functionality coupled with its generous array of available line appearances makes the LG 6830 an ideal solution for users interested in a hardware attendant console.	24	Yes	Yes, Full-duplex
 <p>LG 6812 phone</p>	The Lucky Goldstar (LG) 6812 is a value-priced, full-featured IP phone with a 3-line LCD display and 11 flexible keys that can be programmed to support either telephone lines or shortcut functions (speed dial, voicemail, etc.). The LG 6812 supports Enhanced Shared Call Appearance with Line Status Monitoring, enabling users to both see the status of calls placed and received on other LG phones and retrieve calls placed on hold by other LG phones. This functionality coupled with its generous array of available line appearances makes the LG 6812 an ideal solution for users interested in a hardware attendant console.	11	Yes	Yes, Full-duplex
 <p>Cisco 7960 phone</p>	The Cisco 7960 is a full-featured IP phone perfect for manager and executive needs. It provides six programmable line/feature buttons and four interactive soft keys that guide a user through call features and functions. Audio controls for duplex speakerphone, handset and headset. The Cisco 7960 also features a large, pixel-based LCD display. The display provides features such as date and time, calling party name, calling party number, and digits dialed.	6	Yes	Yes, Full-duplex

 <p>Cisco 7940 phone</p>	<p>The Cisco 7940 addresses the communication needs of a transaction type worker. It provides two programmable line and feature keys, plus a high quality speakerphone. The Cisco 7940 also has four dynamic soft keys that guide users through call features and functions. Built-in headset port and integrated Ethernet Switch are standard with the Cisco 7940. Also includes audio controls for full duplex speakerphone, handset and headset. The large, pixel-based LCD display provides features such as date and time, calling party name, calling party number, and digits dialed.</p>	2	Yes	Yes, Full-duplex
 <p>Cisco 7912 phone</p>	<p>The Cisco 7912 addresses the voice communication needs associated with a reception area, lab, manufacturing floor, or an employee with a minimal amount of telephone traffic. This phone offers one programmable line and four dynamic soft keys that guide a user through call features and functions. The Cisco 7912 supports an integrated Ethernet switch, providing LAN connectivity to a co-located PC. The Cisco 7912 phone offers a one way speakerphone (half-duplex) and does not support headsets.</p>	1	Yes	Yes, Speaker only
 <p>Cisco 7905 phone</p>	<p>The Cisco 7905 is a basic IP Phone addressing the voice communication needs of an office worker who conducts low to medium telephone traffic. A pixel display and dynamic soft keys allow easy access to a core set of business features. A maximum of two calls and one directory number is supported, in addition to inline power for receiving power over Ethernet.</p>	1	No	Yes, Speaker only

Telephone Adapter (TA)	
 <p>Sipura TA 2100 adapter</p>	<p>The Sipura 2100 is a SIP and NAT-compliant router with a single 10Mbps LAN port and two FXS (phone) ports, perfect for situation requiring the use of an analog telephone (tele-worker, legacy conference phone).</p>

LET US SHOW YOU MORE.

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