



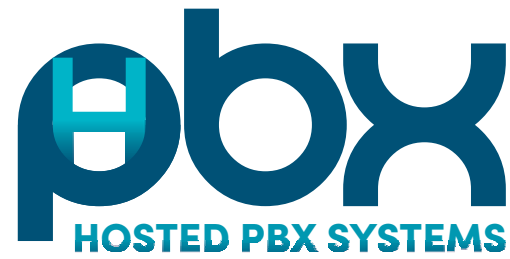
Shaping the way businesses connect.

Call for more information
(905) 876-1110 or email
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We design and develop proven, tested technology solutions for businesses and organizations that need to communicate consistently, securely, and efficiently with their customers—and with each other.



POWERED BY  millside
TOTAL COMMUNICATIONS



Features and Rate Card



Hosted Phone Systems

Providing you with the flexibility and features of an on-premise system; however, updates, upgrades and maintenance are managed for you remotely.

BASIC USERS

GREAT FOR HIGH TRAFFIC AREAS

USER FEATURES

Advice of charge
Authentication
Barge-in exempt
Basic call logs
Call waiting
Calling line ID blocking
Calling name delivery
Calling name retrieval
Calling ID delivery
Calling party category
Charge number
Client call control
Connected line identification
Customer originated trace
External calling line ID
Intercept user
Internal calling line ID
Malicious call trace
Phone status monitoring
Privacy
Service scripts user
SMDI message desk
Third-party MWI control
Third-party voice mail
Zone calling restrictions

GROUP FEATURES

Call capacity management
Emergency zones
Incoming calling plan
Intercept group
Inventory report
LDAP integration
Outgoing call plan
Preferred carrier group
Voice messaging group (portal)

LINE USER FEATURES

Call forwarding always
Call forwarding busy
Call forwarding no answer
Call return
Call transfer
Directory number hunting
Flash call hold
Last number redial
Three-way calling

LINE GROUP FEATURES

Hunt group
Series completion

STANDARD USERS

OFFICE WORKERS

INCLUDES BASIC USER FEATURES PLUS

USER FEATURES

Anonymous call rejection
Automatic callback
Call me now
Diversion inhibitor
Do not disturb
Flexible seating guest
Group night forwarding
Hoteling guest
Security classification
Speed dial 100

GROUP FEATURES

Call park
Call pickup
Group paging
Service scripts group

LINE USER FEATURES

Call forwarding always
Call forwarding busy
Call forwarding no answer
Call return
Call transfer
Directory number hunting
Flash call hold
Last number redial
Three-way calling

LINE GROUP FEATURES

Hunt group
Series completion

PREMIUM USERS

EXECUTIVE MOBILE WORKERS

INCLUDES STANDARD USER FEATURES PLUS

USER FEATURES

Alternate numbers
Automatic hold/retrieve
Busy lamp field
Call centre monitoring
Call forwarding selective
Call notify
Custom ringback user
Custom ringback user - video
Directed call pickup
Directed call pickup with barge-in
Executive/executive-assistant
Hoteling host
MOH/VOH enhancement (user)
N-way call
Pre-altering announcement
Priority alert
Push to talk
Selective call acceptance
Selective call rejection
Shared call appearance 10+
Virtual on-net enterprise extensions

MOBILITY PACKAGE

BroadTouch MobileLink client
BroadWorks Anywhere
Call forwarding (always, busy, no answer, not reachable)
CommPilot Call Manager
CommPilot Express
In call service activation
Location-based calling restrictions
Multiple call arrangement
Outlook integration
Remote office
Sequential Ring
Shared call appearance (5)
Simultaneous ring personal
Two-stage dialing
Voice portal calling

UNIFIED MESSAGING

Voice messaging-user
Voice messaging-user-video
MWI delivery to mobile endpoint

GROUP FEATURES

Account/authorization codes
Custom ringback group
Custom ringback group - video
Enhanced outgoing calling plan
Instant group call
Music on hold
Music on hold - video

