

Meeting Your Business Needs

We understand that your business needs a comprehensive phone system to compete in today's business environment. With Cloud9, you don't have to compromise, and in most instances we provide more than alternative solutions. This document contains the features that are included with all Cloud9 service plans. In addition to these default features, each customer may configure or personalize their Private Branch Exchange (PBX) or phone system to meet specific business requirements. NOTE: Additional features may be available that are not listed in this document. Please call (804) 481-9710 if there is a feature of interest that is not listed below.

Feature List Introduction

The Cloud9 Hosted PBX and Business VoIP Features List is intended to provide Cloud9 customers and partners with a comprehensive list of Standard (S), Premium (P), and Custom (C) features available from Cloud9 hosted and premise based solutions. Premium and Custom features are included in certain plans, or may cost extra. Please note that our features change frequently in response to customer requests and market needs, so please check with us often to receive an updated version of this Features List.

Table of Contents

Hosted PBX Features:

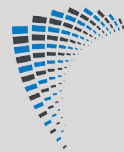
Auto Attendants	<i>Page 2</i>
Call Management	<i>Page 2</i>
Call Conferencing	<i>Page 6</i>
Music on Hold	<i>Page 7</i>
Reporting	<i>Page 7</i>

SIP Trunking Features:

Origination & Termination	<i>Page 8</i>
--------------------------------------	---------------

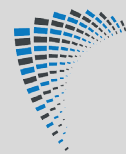
Voice Management Device (VMD):

Voice Management Device	<i>Page 9</i>
--------------------------------	---------------



Category: Cloud9 Hosted PBX Features

Feature	Description	Type
Auto Attendant		
Customer Portal	Web based user interface that allows users to configure their PBX, create call queues and groups, view call detail records and billing information, listen to and delete your voicemail, upload music on hold	S
Top Level Auto Attendant (Always On)	Allows callers to select from menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or unlimited depths of additional auto attendants	S
Multiple Top Level Auto Attendants (Always on)	Allows for separate telephone numbers to be routed to unique Top Level Auto Attendants. Each Auto Attendant is configurable individually.	S
Top Level Auto Attendant (Time Based)	Available after N rings or based on time of day	S
Sub-Level Auto Attendants	Sub-Level Auto Attendants are often used for different departments within an organization. For instance, you may have a main Auto Attendant for the company, and then a sub-level Auto Attendant for Sales, Support, etc...	S
Call Management		
Auto Attendant Answering	Setup a telephone number to dial directly to an Auto Attendant. Callers are then presented with predefined options via the Auto Attendant Feature.	S
Live Person Answering	Setup a telephone number to ring a specific extension first, or a group to enable sequential or simultaneous rings. This enables your company to have a live person answer the caller, and not an auto attendant.	S



Category: Cloud9 Hosted PBX Features *continued*

Feature	Description	Type
Direct Inward Dialing	Setup a telephone number to dial directly to a device or extension.	S
2, 3, or 4 (or More) Digit Extension Dialing	Your Cloud9 Hosted PBX can support 2, 3, 4 or more digit extension dialing.	S
Caller ID	Customize the appearance of your outgoing Caller ID by outgoing number or by extension	S
Voicemail	Associate a voicemail box with an extension, or use an announce-only voicemail box to provide customers with a pre-recorded message when they choose an option on an auto attendant or extension.	S
Voicemail to Email	After a voicemail is received, the Cloud9 PBX will send an email to any valid email account or alias that you enter into the Cloud9 Portal. The message will include the date and time of the call, as well as the duration, caller ID if provided, the mail box number, and an attached WAV file that can be played on your PC or mobile device (i.e./ smartphone or PDA capable of playing WAV files).	S
Voicemail to Text Message	Don't have a smartphone or PDA capable of playing WAV files? Enter an SMS address in the Cloud9 Portal and the Cloud9 PBX will send a shorter text message to your device. 3rd party text messaging rates may apply.	S
Ring Groups	Enables multiple extensions to be joined as a group, and then calls may be routed sequentially or simultaneously to that group.	S
Find Me (Cloud9 Digital Assistant)	Setup a personal assistant to "find you" at up to five (5) locations. This feature is configured per extension, and offers an extensive number of options to route calls once they have reached the given extension. Callers are asked to "announce themselves", and are offered the option between locations to try the next location, or to leave a message.	S



Category: Cloud9 Hosted PBX Features *continued*

Feature	Description	Type
Call Hold	Place calls on hold, and play music or a commercial on hold.	S
Attended Transfer	Transfer a call to an extension, group, or phone number AFTER announcing the party being transferred.	S
Unattended Transfer (Blind Transfer)	Transfer a call to another extension, group, or phone number WITHOUT announcing the party being transferred.	S
Call Forwarding	Forward calls via the Cloud9 Portal, or via your device or SoftPhone. Calls may be forwarded to any extension or phone number. Device or SoftPhone forwarding functionality may vary by manufacturer.	S
No Answer Call Forwarding	Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.	S
Busy Call Forwarding	Automatically forwards your calls to an extension, group, phone number when your phone is busy.	S
Incoming Call Blocking	“Black list” phone numbers to block them from calling your PBX.	S
Incoming Privacy Screening	Force callers with “no caller ID” or “blocked caller ID” to enter a number that will be presented as their caller ID.	S
Incoming Caller ID Routing	Route calls from a unique DID or phone number to any auto attendant, extension, group, phone number, or ACD or Call Queue.	C
Incoming DID Routing	Route calls based on the number that was dialed. Calls may be routed to an auto attendant, extension, group, phone number, or ACD or Call Queue.	S



Category: Cloud9 Hosted PBX Features *continued*

Feature	Description	Type
Outgoing Call Blocking	Prevent calls to specific numbers or services (ex: 900 calls)	S
Incoming Call Identification	Identify an incoming call on the phone's LCD display by modifying the Caller ID display indicating how the call was routed.	C
One Button Redial	A device or SoftPhone feature that redials the last number dialed by the extension user. Not all phones support this feature.	S
Do-not-disturb (DND)	A device or SoftPhone feature that simulates a phone being off-hook, sending calls received directly into voicemail. Other routing options are also available.	S
Call Waiting Indicator	Indicates incoming call (and caller ID, if available) while another call is in process.	S
Automatic Call Distribution (ACD)	Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels.	P
Call Queue	Call queues are used to route calls in a first-in-first-out manner to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD, where the callers hear an announcement that says something like "thank you for calling, all available agents are busy, please hold for the next available agent, or press N to leave a message". When the call is ready to be routed, the ACD handles the routing rules.	P
Call routing based on business hours, after hours & holiday hours	Allows routing decisions based on time and date. Multiple schedules can be configured, as in the case of departments with different hours of operation.	S

Category: Cloud9 Hosted PBX Features *continued*

Feature	Description	Type
Speed Dial	A device or SoftPhone feature that automates the dialing of a pre-determined phone number.	S
Company Wide Directory	A list of contacts and phone numbers that are uploaded via the Cloud9 Portal, and are made available on an IP phone or SoftPhone.	C
Forward your calls Locally or Remotely via Phone or Web	Call forwarding is easy to setup and manage.	S
Caller ID Blocking	Disable Caller-id for all outbound calls made from your PBX.	C
Call Recording	Selectively record calls for training or documentation purposes.	C
DISA (Direct Inward System Access)	Allows someone from outside the PBX to obtain a dialtone and to place calls from it as if they were placing a call from within the switch (with password protection)	C
Office Intercom	Dial another user's extension, activating their phone speaker to make an announcement	C
Disable Outbound Dialing	Disable Outbound Dialing on certain extensions only	C
Call Conferencing		
3-way Conference Call	After making or receiving a call, a user may conference in any third party for a 3-way call.	S
Conference Bridge	Multiple on-site and outside callers can simultaneously participate in password protected conference calls. Callers can be assigned talk-listen or listen only access.	S



Category: Cloud9 Hosted PBX Features *continued*

Feature	Description	Type
Music On Hold		
Default Music On Hold	Royalty free music provided by Cloud9	S
Custom Music On Hold	Music provided by Customer, and uploaded through the Customer Portal	S
Commercial On Hold	Record your commercial and upload it to your PBX via the Cloud9 Portal.	S
Commercial On Hold By Location or Queue	Multiple commercials on hold may be uploaded to your Cloud9 PBX, and can be unique based on location or queue.	C
Call Reporting		
Call Detail Records	Real-time call logging is available via the portal. From, to, call duration, date and time, and call type (International, On-Net, etc). In addition, frequently called numbers can 'tagged' with text descriptions for legibility.	S
Call volume graphs by time of day, month, year or custom dates	Histograms graphically display calling patterns and trends	S
Call traffic by extension	Track number of calls by individual	S
Detailed Accounting	Track orders, invoices and all Cloud9 billings online.	S

Category: Cloud9 Business VoIP Features

Feature	Description	Type
Origination and Termination		
FREE Calls to other Cloud9 Voice subscribers	All calls “on-net” are FREE. That means you will not be billed for any call to another user on your Cloud9 PBX, or any other Cloud9 customer.	S
Domestic Origination	Cloud9 provides local phone numbers or DID's in most of the LATAs in the United States. That means that we can port your local phone number to our system, and provide your company with the highest quality voice communications and flexibility of Voice Over IP (VoIP).	S
Domestic Termination	Cloud9 provides competitive outbound call packages ranging from pay-as-you-go, pre-paid minutes, and unlimited usage plans. Our per-minute rate is competitive, and our quality and reliability is uncompromising.	S
International Termination	Cloud9 offers competitive international rates. International rates are available via the Cloud9 website.	S
SIP Trunking	Have your own PBX, and want to realize the flexibility and cost savings of business-quality VoIP? Cloud9 offers ATA and SIP Gateway devices, or you can connect your SIP enabled PBX to our network and realize the benefits of Cloud9 VoIP.	S
E911 support, compliant with all FCC mandates.	Every location and phone number where you utilize a Cloud9 device or SoftPhone must have an associated E911 charge and entry in the Cloud9 Web Portal. The phone number associated with your location is then registered with the national E911 database. You are also responsible to update this information with Cloud9 if you move any device to a new location per the Cloud9 Terms of Service.	S
Toll Free Numbers	Utilize one or multiple Toll Free numbers which may be routed to a specific local DID, auto attendant, group or queue.	S

Category: Voice Management Device (VMD)

Feature	Description	Type
Voice Management Device		
LAN Segmentation	Separate voice and data on a customer Local Area Network (LAN).	S
VoIP Firewall	Firewall the VoIP network.	S
DHCP for VoIP Devices	Provide the IP addresses for all Cloud9 VoIP devices.	S
Data Bridge	The data side of the network is passed through the Cloud9 VMD.	S
Rate Limiting	Traffic on your broadband connection may be managed to control the allocation of bandwidth for voice and data. This model protects the amount of bandwidth available for voice, and assures that heavy data usage will not interfere with your voice quality. Rate limitations may be changed at any time as needed.	S
Diagnostics	The Cloud9 VMD has diagnostics that our support Agents may utilize to diagnose any issues you might have.	S
Configuration Management	Each VMD may be configured to meet the requirements of your environment.	S