

Hosted PBX

Words and phrases defined in the Service Description shall have the same meaning in this Service Order.

1. MTN Voice over IP Service

- 1.1 MTN agrees to provide the Customer with the Service. For MTN provided Hosted PBX services, the Customer and MTN shall enter into a Customer Proposal which shall be incorporated herein by reference.
- 1.2 Resale of the Service is not permitted unless specified in the terms of the applicable Master Agreement.

2. Activation of Service

- 2.1 Subject to paragraph 2.2, the Service Activation Date shall be (i) the date of delivery of the Ready for Service Notification or, (ii) if earlier, where no Ready for Service Notification is received by the Customer, the first date that voice calls can be made or received at the Customer Site.
- 2.1 In relation to the MTN provided Hosted PBX service the Service Activation Date shall be (i) for purchase of the Service equipment from MTN (which shall then become Customer Equipment upon the Service Activation Date), the date on which MTN confirms to the Customer that the equipment has been delivered to the Customer Site, or, if earlier, where no confirmation is received by the Customer, no later than 5 Business Days following the date of delivery; and/or (ii) for the Hosted PBX Service, the date of delivery of a Ready for Service Notification or, if earlier or where Ready for Service Notification is not received by the Customer the date on which the Customer first uses the IP PBX Service.
- 2.2 In relation to any Professional Services (Project Management and Training) the Service Activation Date shall be the date on which such Professional Services are completed

3. Termination

- 3.1 Either party may terminate the Service on three (3) months' notice to take effect on or at any time after expiry of the relevant Initial Service Term, and, in the case of termination by the Customer, such notice to be copied to the local MTN Business Customer Services department.
- 3.2 If the MTN Hosted PBX service is terminated by the Customer, or MTN terminates the Hosted PBX service as a result of the Customer's breach, this Service will automatically terminate and the Customer will be liable for any applicable early termination charges as detailed in the Master Agreement.
- 3.3 For the avoidance of doubt, if the IP Service is terminated for any other reason, this Service will NOT automatically terminate.

4. Charges

- 4.1 Charges shall be as set out in this Service Order and/or in the applicable Customer Proposal.
- 4.2 The MTN Hosted PBX licenses and features are priced separately from the underlying IP Connectivity and last mile access.
- 4.3 MTN may amend Call Termination Charges on 30 days written notice to the Customer.
- 4.4 For MTN Hosted PBX Services, the invoices may include the following:
 - 4.4.1 Installation or Configuration Charges as detailed in the Service Order and/or Customer Proposal which may be invoiced on or at any time after the Service Activation Date in paragraph 2.2(ii);
 - 4.4.2 Charges for the purchase of on-site equipment may be invoiced on the Service Activation Date in paragraph 2.2(i)
 - 4.4.3 Rental Charges for the Service and/or Service Equipment which may be invoiced monthly in advance.
 - 4.4.4 Professional Services Charges as detailed in the Customer Proposal may be invoiced on the Service Activation Date in paragraph 2.3. Refer to paragraph 4.8 below for additional Professional services terms and conditions.

- 4.4.5 Usage charges for calls made to various destinations. Calls are rated based on the agreed rate card in the Customer Proposal.
- 4.5 All Charges shall be calculated by reference to data recorded or logged by MTN and not by reference to any data recorded or logged by the Customer, nor by reference to any information provided by MTN to the Customer for information purposes only.
- 4.6 Currently HD voice calls will be allowed at normal voice rates within the MTN network. These rates may be increased in the future.
- 4.7 On-net calls
- 4.7.1 On-net calls between the Customer's branches are free only when the Customer pays for bandwidth (VPN port) between the branches and MTNACME SBC.
- 4.7.2 The Customer will be charged the on-net call rate if the Customer is not paying for the bandwidth (VPN Port between their branches and the MTNACME SBC.
- 4.7.3 ADSL services over the Internet that terminate directly on our Internet-facing SBCs will not have free on-net calls.
- 4.7.4 SHDSL/ADSL/Satellite services that connect via a MTNVPN will qualify for free on-net calls.
- 4.8 Professional Services charges
- 4.8.1 Project Management, Training and Development costs (where applicable) are quoted on a per hours basis and are priced separately from the Hosted PBX licenses and features.
- 4.8.2 The amount of hours allocated for Project Management, Training and Development costs are indicated on this Service Order and/or in the applicable Customer Proposal. The amount of hours are allocated by MTN based on historical averages and should be sufficient for normal hosted PBX installations. If additional time is required, the customer must highlight the requirements prior to placing the order.

- 4.8.3 If no Project Management, Training and Development costs are indicated or quoted for on the Service Order and/or in the applicable Customer Proposal then no Project Management, Training and Development time will be provided.
- 4.8.4 MTN reserves the right to charge for additional Project Management and Development time if the customer's actions, on-site equipment, data network, staff or subcontractors have caused delays with the implementation and signoff of the solution.
- 4.8.5 Training costs as quoted are based on a Train the Trainer model, unless specifically stated on the Service Order and/or in the applicable Customer Proposal that individual end user training will be provided.
- 4.8.6 Up to a maximum of 10 people can be trained at a time.
- 4.8.7 The customer is responsible for providing the training room or venue, relevant resources like laptops/PC's, phones, screen or projectors and LAN equipment required to complete the training. The customer must test and ensure all the training rooms and equipment are set up, and in working order before training will take place. The customer must ensure that an IT person is available to fix any problems with the provided equipment if required.
- 4.8.8 Additional charges will apply if MTN is requested to set up the training environment, provide training facilities or equipment to complete the training.
- 4.8.9 The customer must nominate, invite and manage the attendance of all the people who need to attend the training sessions.
- 4.8.10 MTN reserves the right to charge for additional Training time if the customer's actions, on-site equipment or network, resources or staff have caused delays or prevented MTN from training all the required people in the quoted training time as indicated on the Service Order and/or in the applicable Customer Proposal.

5. Emergency Calls

- 5.1 Emergency call routing and back-tracking can only be supported for calls from Customer Sites that are part of this Service Order and is not supported for Customer Sites taking Site to Site only Calling.

- 5.2 The Customer is responsible for communicating the limitations in relation to emergency calling to the Users and the Customer will indemnify MTN in respect of any and all losses, damages, costs or expenses arising out of a failure to comply with this paragraph.

6. Accuracy of Customer Information

- 6.1 The Customer will provide MTN with accurate, detailed and up to date information: (i) when completing the Service Order and associated documentation; and (ii) when the Customer contacts MTN to report a suspected fault and is asked a standard set of structured questions. MTN shall not be liable for any loss suffered as a result of the Customer's failure to provide accurate information or any relevant facilities, which may lead to a delay in installation or service repair.
- 6.2 It is crucial that the customer provide as much information as possible and to be specific about all the required PBX and telephone user features when asking for a solution design and quote. MTN will use the customer's requirements to design and price the proposed solution. MTN reserves the right to redesign the solution and change pricing accordingly if the customer's requirements are changed after providing the Service Order and/or in the applicable Customer Proposal.

7. Service Equipment

- 7.1 Title to the Service Equipment will not pass to the Customer at any time.
- 7.2 Upon termination of the Service, and at the sole discretion of MTN, either:
- 7.2.1 The Service Equipment will be returned to MTN by the Customer. MTN shall bear the shipping costs for the delivery and return of the Service Equipment;
- 7.2.2 MTN will collect the Service Equipment from the Customer. The Customer is responsible for ensuring that the Service Equipment is collected in a central location at the Customer Site. Where there is a Charge associated with such collection, this will be detailed in the Customer Proposal;
- 7.3 The Customer accepts liability for any costs incurred (including return of Service Equipment) by MTN as a result of repair or replacement of Service Equipment where the Service Equipment failure was caused by the Customer's use, misuse or changes to the Service

Equipment, other than as previously agreed in writing by MTN. The Customer agrees to support the replacement of the Service Equipment according to MTN' instructions.

7.4 The Customer can have gateways or enterprise session border controllers or routers on premise.

7.4.1 All these items are charged either as a capital investment or a rental.

7.4.2 MTN will upgrade the equipment when necessary but not sooner than 2 (two) years.

7.4.3 MTN will insure the equipment against theft, malicious damage and acts of God.

7.4.4 Customer must grant access to the equipment to enable MTN to rectify any problems that may arise.

7.4.5 The customer must make provision to allow MTN to remotely manage the Gateway device.

8. Installation

8.1 The Customer agrees to ensure that service staff of MTN or another telecommunications operator ("Telco") is given access to the Customer Site to install the Service Equipment. The Customer shall provide a contact person for the installation on the Service Initiation Form. This person shall be available to answer questions with regard to details of the Customer Site and to assist service staff where necessary.

8.2 The Customer is responsible for providing all internal cabling to connect the Customer Equipment to the Service Equipment. Upon Customer request in the Service Order, MTN may provide standard internal cabling at an additional charge, provided the Service Equipment and the Customer Equipment are located in the same room within a distance of 15 meters of each other. If the Customer requires MTN to provide extended internal cabling outside the above limitations, MTN will perform a site survey to determine if such internal cabling can be provided by MTN and the additional charges that would be applicable.

8.3 After the installation by MTN any internal cabling becomes part of the Customer Equipment.

- 8.4 The Installation or Configuration of the hosted PBX services and features, as indicated on the Service Order, will be carried out from Monday to Friday during local Business Hours (i.e. between 08H00 - 17H00). MTN reserves the right to charge for additional installation or Configuration time if the installation is carried out after hours (i.e. between 017H00 - 08H00) or during weekends (Saturday and Sunday) and public holidays.
- 8.5 MTN will not project manage, configure, implement, support, upgrade or be responsible for any additional costs for any PBX equipment, Gateway, Router, firewall, LAN equipment, PCs or Laptops, any other hardware or software that is not provided by MTN.
- 8.6 MTN will produce a Customer Responsibility document, detailing the Customer Site preparation requirements, which will be incorporated by reference in the Service Order.
- 8.7 A project kick-off meeting will take place prior to implementation. The customer will be asked to complete a user requirement and call flow document. The customer must ensure that this document is completed accurately and with as much as possible detail and that all requirements are mentioned to MTN prior to implementation. MTN will implement the hosted PBX and assign the user requirement as per the completed document. The installation and configuration charges as mentioned in Service Order and/or in the applicable Customer Proposal will be used for this initial implementation only. MTN reserves the right to charge for additional implementation and configuration changes if the customer changes the PBX or user requirements after the initial implementation.

9. Service Provisioning and Testing

- 9.1 The Customer will complete a LAN assessment and site survey to determine whether the Customer's network and facilities will support the provision of the Service. The Customer may complete the LAN assessment or site survey or request MTN to carry out a LAN assessment or site survey at the Customer's cost.
- 9.2 Any LAN Assessment or site survey completed by the Customer must be in accordance with the Customer Responsibility document detailed in paragraph 8.6 above.
- 9.3 The Customer will provide MTN and/or its subcontractor(s) with such assistance and information as reasonably required to provide the Service.
- 9.4 The Customer agrees to provide MTN and its subcontractors and their respective employees and agents access to the Customer Sites where any Service is provided (including access to associated equipment) as necessary for MTN and its subcontractors to provide the Service.

- 9.5 The Customer shall allow, authorize and cooperate with MTN and/or its subcontractor(s) to perform the following, whether or not on Customer Site(s): (i) a follow up LAN assessment or site survey, where applicable, to further determine whether the Customer network and facilities will support the provision of the Service; (ii) any applicable pre-service testing on local service facilities; and (iii) any other testing involving the provision of the Service, including, but not limited to, post-installation testing.

10. Customer Equipment

- 10.1 The Customer is responsible for obtaining, installing, configuring and maintaining all Customer Equipment including, but not limited to gateways and firewalls, software, wiring, power sources, telephone connections and/or communications services necessary for inter-connection with the MTN Network or otherwise for use in conjunction with the Service.
- 10.2 The Customer is responsible for ensuring that such Customer Equipment is compatible with MTN' requirements and continues to be compatible with subsequent revision levels of MTN-provided equipment, software and services.
- 10.3 Only Customer IP PBX's certified by MTN as compatible with the MTN Network can be supported. MTN can be requested, at an additional cost, to conduct an interoperability test on such IP PBXs to identify any service restrictions which will have to be taken into consideration when designing a customer solution.
- 10.4 MTN is not responsible for the availability, capacity and/or condition of any Customer Equipment not provided by MTN.
- 10.5 If the Customer connects any Customer equipment to the Service, the Customer will be liable for any and all damages if such connection causes any malfunction or failure to the Service or the equipment or software of MTN, this Customer, or any third party. Furthermore MTN shall not be liable for any failure of the Service resulting from the Customer's actions under this Paragraph 10.5.
- 10.6 MTN reserves the right to charge for engineering resource time if MTN is requested to assist and fault find issues with the network or voice quality and it is proven that the fault was caused by the customer's equipment or that the equipment was not configured correctly as per the Customer Site preparation requirements, mentioned in paragraph 8.6.

11. Services and/or features are not available in all countries, and may be procured from in-country provider in select countries. Please consult your MTN representative for service availability.

12. This service cannot be provided with South African E.164 numbers in other countries as this infringes on the regulations of those countries.

13. Hosted PBX

13.1 The Hosted PBX product can be used in conjunction with SIP Trunking to add additional features to an on-premise PBX; MTN SIP Trunking rules must still be adhered to.

13.2 Devices connected via Advanced SIP Trunking to an on-premise PBX may not receive all the available BroadWorks Hosted PBX features.

14. Customer premise equipment (CPE)

14.1 End devices must support open standards SIP and be able to support the codec's as mentioned in point 15 below.

14.2 Customers may keep their own devices, if not then the Customer should purchase new devices.

14.3 MTN has a standardized list of approved devices that can be used as a guide by the customer to verify if the equipment is compliant with MTN recommendations.

14.4 It is recommended that devices should be powered through a PoE switch. The customer must ensure that the POE switches are capable of providing the required wattage to power the equipment connecting to these POE switches.

14.5 Setup of CPE devices should be catered for in the proposal. Self-configuration by the customer is allowed.

14.6 In the event of early cancellation/termination of the contract, 100% (one hundred per cent) of the outstanding value of the contract relating to the leased CPE must be paid out by the customer to MTN.

15. Codec

- 15.1 No CODEC translation will be done on the MTN network equipment.
- 15.2 MTN prefers the use of G.729a and G.711A-Law codecs and will only guarantee that calls will be completed using these two codecs. Other version of G711 and G729 will be allowed on our network, however we cannot guarantee that calls using these codecs will terminate on the remote end device.
- 15.3 MTN uses the G729a Codec with 20ms sampling rate to determine last mile access link sizes as quoted in the Service Order and/or in the applicable Customer Proposal.

16. Access

- 16.1 The customer can use any connectivity mechanism which MTN provides but MTN cannot guarantee voice quality in all cases.

17. Number Porting

- 17.1 Standard number porting rules apply. A charge of R65 (excl. VAT) is charged per ported number.

18. Traffic pricing

- 18.1 All voice minutes are billed per second.
- 18.2 Rates are based on approved rate sheet.
- 18.3 Customers will receive discounts based on volume.
- 18.4 Currently video calling and HD voice calls will be allowed at normal voice rates within the MTN network. These rates may be increased in the future.

19. On-net calls

- 19.1 On-net calls between the customer's branches are free only when the customer pays for bandwidth (MPLS VPN port) between the branches of the same company (intra-company only).
- 19.2 The customer will be charged the on-net call rate if the customer is not paying for the bandwidth (VPN Port between their branches and the MTN ACME SBC).
- 19.3 ADSL services over the Internet that terminate directly on our Internet-facing SBCs cannot have free on-net calls.
- 19.4 For on-net calls that are inter-company - these calls are charged at 8c / minute.
- 19.5 SHDSL/ADSL/Satellite services that connect via a MTN MPLS VPN will qualify for free on-net calls.

20. Media

- 20.1 Ring back or on hold media must not exceed 120 seconds in length.
- 20.2 Customer takes responsibility to ensure that no digital rights are being infringed by using the media.
- 20.3 Customers will pay for all licenses associated with the media and provide proof of such payments.
- 20.4 The customer can have gateways or enterprise session border controllers or routers on premise.
- 20.5 These devices should not interfere with the connectivity to the Broad Works platform.
- 20.6 If rented, the equipment will always belong to MTN.

21. Failover

21.1 Failover for outgoing calls only - once the number is ported to MTN then the incoming calls will always be routed via MTN.

21.2 For failover, the on-site GW and/or PBX must still be in place with the necessary Telkom lines.

22. Service Termination

22.1 In the event of service termination, the customer will be charged to recover the equipment.

22.2 The termination cost will be a 30% markup on the 3rd party costs which must include refurbishment.

22.3 The recovered equipment must be refurbished then redeployed to other customers.

23. Billing rules

23.1 MTN Hosted PBX and Call Centre Contracts are not month-to-month. A minimum of 12 month contract is required.

23.2 MTN reserves the right to amend product pricing should the Rate of Exchange fluctuate above R8.30/1USD.

24. Minimum customer LAN requirements

24.1 Customer has adequately engineered their LAN to support Voice over IP. This includes (but not limited to) :

24.1.1 CAT5e (CAT6 recommended) Ethernet Cabling supporting 10/100/1000 Mbps.

24.1.2 Power over Ethernet switches (PoE) with the correct wattage to support the required devices, unless the customer require standalone power adaptors for end devices. Standalone power adaptors are sold separately to the phones. If the power adaptors are not shown on the Service order, then these items are not included.

24.1.3 Voice enabled switches / routers / firewalls supporting the management of separate VLANs.

24.1.4 Separate VLANs configured for Voice and Data.

24.1.5 QoS Traffic class for VoIP (Signaling & RTP) and packets marked accordingly (EF traffic & media)

24.1.6 IP Phones, whether physical or a soft phone must be configured with the Voice VLAN ID.

24.2 Customer LAN must meet the following minimum QoS parameters:

24.2.1 Jitter < 30ms

24.2.2 Roundtrip latency < 200ms

24.2.3 Packet loss <1%

24.2.4 Customer is responsible for all Ethernet cabling on their LAN

25. International Dialing

25.1 International dialing will be blocked by default unless explicitly specified during the project implementation phase.

25.2 Customer IT Administrators will have access to the Web portal to enable/disable international dialing when required. Alternatively, the Customer may log a call with the MTN support desk.

26. Roles and responsibilities

26.1 MTN is responsible for the upkeep of the core platform, core network up to and including the customer edge router (where applicable).

- 26.2 Upgrades, platform maintenance and backup functions are also the responsibility of MTN.
- 26.3 The customer's responsibilities include: User updates, feature changes, as well as all self-service functions that are available via the Hosted PBX Web portal. The customer is also expected to perform regular housekeeping of their services, for example but not limited to: deleting of old voicemail messages, keeping of user information up-to-date and to implement regular user password changes.
- 26.4 1st level on-site troubleshooting of IP Phones and hosted PBX related software applications are the responsibility of the customer's IT staff. This is to aid in the prevention of unnecessary tickets being logged for trivial problems like cabling/power issues. If MTN is called out to site and the problem is found to be unrelated to the subscribed service then a call-out fee will be charged.
- 26.5 The customer is liable for all fraudulent call charges relating to compromised Hosted PBX accounts.
- 26.6 MTN has design and quoted the Hosted PBX Solution and features based on information provided by the customer. It is therefore the customer's responsibility to ensure that MTN is given all the PBX and user requirements prior to placing the order. The customer is also urged to make an effort to understand the proposed solution and pricing, before placing the order. MTN will not be responsibility for designing or pricing the wrong solution if the information given to MTN by the customer was not correctly communicated or misinterpreted by the customer.
- 26.7 If MTN is requested to make user or system features changes after the initial setup, as described in paragraph 8.7, then additional configuration charges will apply.

27. Business rules

- 27.1 A Hosted PBX Advanced seat is required for each Receptionist, Call Centre Agent or Supervisor.
- 27.2 Call Centre Agent and Supervisor Desktop clients are sold separately and are NOT included with Call Centre Seat licenses.

- 27.3 Call Recording storage is charged at R3.50/GB; it should be purchased in a bulk prior to the service going live. The storage fee is waived if the recordings are stored on the customer's own Storage Area Network (configured in the product).
- 27.4 Microsoft Lync/OCS Integration is through UC-Connect (Remote Call Control). If Basic SIP Trunking is used instead then there is no additional cost.
- 27.5 UniPresence Call Control Client is for Android only. If required for iPhone iOS, it must be purchased from the Apple App Store.
- 27.6 Extension user training assumes that a group of 10 users are trained per session.
- 27.7 System admin training is excluded, but can be provided at an additional cost.
- 27.8 Project Management time is based on 10% of the installation time.
- 27.9 A Pre-installation User Requirements List must be completed and signed by the customer before implementation can take place.

28. Fraud

- 28.1 The Customer is responsible for physical, logical and network security for all devices connecting to the MTN voice network up to the service demarcation point:
- 28.1.1 The demarcation point for SIP trunk with MTN supplied gateways will be the customer-facing interface on the gateway.
- 28.1.2 The demarcation point for SIP trunk without MTN supplied gateways will be the customer-facing interface on the MTN supplied router.
- 28.1.3 The demarcation point for hosted PBX will be the on-site MTN supplied router
- 28.2 The Customer is responsible for password security for all accounts for the voice network & Customer portal.

- 28.3 The Customer will not communicate passwords or pin codes internally or externally in plain-text.
- 28.4 The Customer will ensure that user passwords or pin codes are not shared between users or with any third parties.
- 28.5 Where possible, MTN will inform the Customer of potential fraud that is detected by MTN monitoring systems.
- 28.6 Fraud as a result of account or phone hacking will be the Customer's responsibility unless the Customer has used Class of Service restriction and PIN code dialing.
- 28.7 The Customer is liable for all fraudulent call charges relating to compromised Hosted PBX or SIP accounts or compromised customer PBX systems.
- 28.8 Malicious use of the PBX system: MTN Business will not pass any credits to the Customer's account, due to calls generated as a result of a breach in its PABX system. It is the Customer's responsibility to ensure that its PBX network is adequately protected.

SERVICE DESCRIPTION

MTN Hosted PBX is a hosted solution using a unique combination of best-in-class technologies to deliver innovative telephony to businesses over an IP service. It also forms the foundation of a converged and more collaborative workplace.

Being a hosted solution, the Hosted PBX significantly reduces capital expenditure, maintenance costs and total network cost, increases access to converged applications and makes office location geographically irrelevant.

The service allows businesses to make and receive calls to and from all providers, whether local, national, international or mobile. These calls are charged according to agreed VoIP rates.

Security is provided at the boundary by means of a SIP-aware Firewall, plus Call Admission Control (CAC) and Multiprotocol Label Switching (MPLS) connectivity ensure high quality voice connections.

As a Hosted PBX customer, businesses can keep their existing telephone numbers (porting required) as well as have the option of using a number in the 087 number range.

Hosted PBX is built upon MTN Core Network Infrastructure, which is subject to strict controls to ensure high levels of availability and reliability. These include stringent security measures, and a consistently controlled and monitored environment for optimum performance of infrastructure.

The Hosted PBX product has 3 seat packages with a number of optional value-added services for customers to choose from.

1. Hosted PBX Business seat: Designed for businesses looking to take the first step forward in becoming more efficient, cost effective and provide their customers with a higher level of customer service. Hosted IP PBX Business includes features such as call transfer, caller ID and call forwarding.

2. Hosted PBX Standard seat: The Standard package includes all the features in the Business option, plus valuable features such as Hoteling, Do Not Disturb, and Automatic Callback.

3. Hosted PBX Advanced seat: Offers businesses the full range of IP PBX features, allowing businesses to start taking advantage of converged business applications that allow for the greatest levels of collaboration and efficiencies such as Microsoft Outlook integration, Music on Hold, Push To Talk etc., Speed Dialing (100), etc.

Detailed Hosted PBX feature list:

Business Seat Feature List

-Include the following Features:

- Authentication
- Basic Call Logs
- Call Waiting
- Calling Line ID Delivery Blocking
- Calling Name Retrieval
- Calling Party Category

- Charge Number
- Client Call Control
- Connected Line Identification
- Presentation
- Connected Line Identification
- Restriction
- Customer Originated Trace
- External Calling Line ID Delivery
- Intercept User
- Internal Calling Line ID Delivery
- Malicious Call Trace
- Phone Status Monitoring
- Physical Location
- Preferred Carrier User
- Service Scripts User
- SMDI Message Desk
- 3rd-Party MWI Control
- 3rd-Party Voice Mail Support
- Zone Calling Restrictions
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Return
- Call Transfer
- Directory Number Hunting
- Flash Call Hold
- Last Number Redial
- Three-Way Call

-Group Features:

- Call Capacity Management
- Emergency Zones
- Incoming Calling Plan
- Intercept Group
- Inventory Report
- LDAP Integration
- Outgoing Calling Plan
- Preferred Carrier Group
- Voice Messaging Group
- Hunt Group
- Series Completion

Standard Seat Feature List

-Includes Business Features plus the following:

- Anonymous Call Rejection
- Automatic Callback
- Diversion Inhibitor
- Do Not Disturb
- Enhanced Call Logs (if Call Logging CDS is purchased)
- Hoteling Guest
- Speed Dial 100
- Speed Dial 8

-Group Features:

- Call Park
- Call Pickup
- Service Scripts Group

Advanced Seat Feature List

-Includes Business and Standard Seat Features plus the following:

- Alternate Numbers
- Automatic Hold/Retrieve
- Barge-in Exempt
- Busy Lamp Field
- Call Forwarding Selective
- Call Notify
- Custom Ringback User
- Custom Ringback User - Video
- Directed Call Pickup
- Directed Call Pickup Barge-In
- Hoteling Host
- N-Way Call
- Priority Alert
- Privacy
- Push to Talk
- Selective Call Acceptance
- Selective Call Rejection
- Shared Call Appearance 10+

plus Enhanced Group Services package:

- Account/Authorization Codes

- Custom Ringback Group
- Custom Ringback Group - Video
- Enhanced Outgoing Calling Plan
- Instant Group Call
- Music On Hold
- Music On Hold – Video

plus UniPresence package:

- BroadWorks Anywhere
- Call Forwarding (Always, Busy, No Answer, Not Reachable)
- CommPilot Call Manager
- CommPilot Express
- Call Service Activation
- Multiple Call Arrangement
- Outlook Integration
- Remote Office
- Sequential Ring
- Shared Call Appearance (5)
- Simultaneous Ring Personal
- Two-Stage Dialling
- Voice Portal Calling

Value added services: the items below are sold separately and are not included or bundled with the hosted PBX seat licenses.

1. UniPresence; (Included with advanced seat package and optional for advance SIP Trunk users.)
2. Unified Messaging License (Voice mail, delivered to e-mail address);*
3. Fax Unified Messaging / Voicemail (overlay) (Fax, delivered to e-mail address, does not support outgoing fax from PC);
4. Enhanced Group Services Pack; (Included with advanced seat package and optional for advance SIP Trunk users.)

5. Virtual User Power Pack (overlay);
6. Auto Attendant License;
7. Assistant Enterprise License;
8. Receptionist Enterprise License;
9. Call Recording;
10. Microsoft OCS/Lync Integration;
11. Call Centre Agent;
12. Call Centre Supervisor;
13. Call Centre Agent Desktop Client; and
14. Call Centre Supervisor Desktop Client.

*If users require the ability to listen to voice mail messages from a SIP phone, then an additional mail POP account per voice mail user will be required. The POP account is not included with this proposal. The customer has the option to provide a POP account, or request an account from MTN for an additional cost