






		NETWORK & SUPPORT				
Uptime	100%	Strive for 99.999%	99.999%	99.999%	99.999%	N / A
Support	Domestic	Offshore	Offshore	Offshore	Offshore	Worldwide
Google Reviews	5 / 5	3.68 / 5	2.0 / 5	2.2 / 5	2.1 / 5	3.7 / 5
BBB Rating	5 / 5	4.5 / 5	4.7 / 5	1.06 / 5	1 / 5	1.11 / 5
		PLAN OPTIONS				
Pricing	\$19.99 - \$34.50	\$18.95 - \$75.95 Pricing changes after initial discounts expire	\$27.99 - \$32.99	\$19.99 - \$59.99	\$27.99 - \$29.99	N / A
Unlimited US&CA Calling	Included (\$19.99 - \$24.50/User)	N / A	N / A	N / A	N / A	Unlimited Regional Calling (\$15-\$30 / User)
Hunt Group	Included	N / A	N / A	N / A	\$49.99 / Ext	N / A
Virtuall Mailbox	Included	N / A	N / A	N / A	\$49.99 / Ext	N / A
Renewal Term	M2M	24mo	N / A	24mo	36mo	12mo, Monthly
Term Length	24mo	N / A	N / A	24mo	36mo	N / A
Hardware	Seperate	Included, but is often refurbished equipment and the customer is required to return it upon cancellation	N / A	N / A	N / A	N / A
Open API	Included	N / A	N / A	Premium or Ultimate License	N / A	N / A
SSO	Included	Requires Enterprise Plan	N / A	Premium or Ultimate License	N / A	N / A
System Extensions	Unlimited	Additional charges, but for usual credits for their start	N / A	N / A	N / A	N / A
Setup	Included	Requires Professional Plan	N / A	N / A	N / A	N / A
Call Recording	Included	Requires Enterprise Plan	N / A	N / A	N / A	N / A
Real-Time Analytics	Included	N / A	N / A	Premium or Ultimate License	N / A	N / A

						
Multi-Site Admin	Included	N / A	N / A	Premium or Ultimate License	N / A	N / A
Hot Desking	Included	N / A	N / A	Premium or Ultimate License	N / A	N / A
Web Chat & Phone Support	Included	N / A	N / A	Standard License or Above	N / A	N / A
Account Management	US, in-house	N / A	N / A	Off-shore when <40 seats	N / A	N / A
License Updates	Change plan at any time	N / A	N / A	Must be out of initial term	N / A	N / A
Requires Meeting License	No	N / A	N / A	N / A	N / A	Yes
Concurrent Endpoints	5	N / A	5	N / A	N / A	N / A
Auto Attendant/IVR	Unlimited	N / A	\$4.10	N / A	N / A	N / A
Directory Listing	\$0	N / A	\$2	N / A	N / A	N / A
Local DID	Included	N / A	\$1 - \$8 (Var based on tier)	N / A	N / A	N / A
Additional DID	\$2.5/mo	N / A	N / A	N / A	N / A	\$5/mo
E911 Surcharge	No	N / A	Yes	N / A	N / A	N / A
Administration Surcharges	No	N / A	Yes	N / A	N / A	N / A
ShareSync Packages	N / A	N / A	Required	N / A	N / A	N / A
BYOC	WL, not CP	N / A	N / A	N / A	N / A	Yes
Initial Term	24mo	N / A	N / A	N / A	N / A	12mo, Monthly