# My Communications
### Managing your businesses telecoms & technology

| | ENTRY LEVEL | STANDARD | STANDARD PLUS | ON-PREMISE |
|---|---|---|---|---|
| | From **£7.99** per user per month | From **£14.95** per user per month | From **£9.99** per user per month | From **£49.99** pm (4 users +) |
| **Essential Information** | | | | |
| Available Contract Terms | 30 days/12 months | 36 months/60 months | 30 days/12 months/36 months | 36 months/60 months |
| Handset/system usability rating - 10 is the easiest*** | 6/10 | 7/10 | 9/10 | 8/10 |
| Other handsets models available?* | Yes Cisco 78xx range, Snom Range, Yealink range, Polycom VVX Range | Yes - Polycom VVX range, Cisco SPA Range, Yealink Cordless | Yes - ELG 9000 Series range + Third Party + IP DECT | Yes - ELG 9000 Series range + Third Party + IP DECT |
| Platform Reliability rating - 10 is the most reliable*** | 9/10 | 9/10 | 10/10** | 9.5/10 |
| **Minutes and numbers** | | | | |
| UK outbound minutes: 01, 02, 03 and UK Mobile | PAYGO Only | 2,000 per user | Inclusive minute bundle for the account | Inclusive minute bundle for the account or PAYGO |
| Dedicated direct line and unlimited extensions | 2 Per User | 1 Per User | 1 Per User | Optional |
| Direct Dial In Numbers | £2 per month per number | £2 per month per number | 36p per month per number | £2 per month per number |
| **Call handling** | | | | |
| Auto-Receptionist and greetings | ● | ● | ● | ● |
| Call queues | ● | ● | ● | ● |
| Call Hold/Park Feature | ● | ● | ● | ● |
| Call Hold/Park Key | ● | ● | ● | ● |
| Transfer (attended) | ● | ● | ● (Easiest) | ● (Easiest) |
| Transfer (blind) | ● | ● | ● (Easiest) | ● (Easiest) |
| Call Pickup Code | ● | ● | ● | ● |
| Call Pickup with key | ○ | ○ | ● | ● |
| Line Key | ○ | ○ | ○ | ● |
| IVR | Multi-Level* | Multi-Level | Multi-Level | Multi-Level |
| Conference Room | ● | ○ | ● | Optional |
| Conference Facility | Yes - Max 3 Parties | Yes - Max 3 Parties | Yes - Max 3 Parties | Yes - Max 3 Parties |
| Number of speed dial/flex keys | 0 Programmable keys | 12 Programmable keys | 24 Programmable keys | 24 Programmable keys |
| Colour Screen Handset | ○ | ● | Optional* | Optional* |
| Paging | ○ | ○ | ● | ● |
| ACD Call centre features | ○ | ○ | ● * | ● * |
| Reception Console Option | ○ | ● * | ● * | ● * |
| Electronic Hook Switch Compatible | ○ | ● | ● | ● |
| Headset Options | Analogue Jack | USB/Analogue Jack | RJ11 | RJ11 |
| Hands Free Speaker | ● | ● | ● | ● |

## Call management

| | | | | |
|---|---|---|---|---|
| Call recording (included) | 30 days included | On-demand | 250Mb Included per user - 30 days + | Optional |
| Optional additional Call recording storage | ●* | ●* | ●* | ●* |
| Call logs via portal | ● | ● | ● | ● |
| Call logs on handset | ● | ● | ● - Last 99 | ● - Last 99 |
| Downloadable call records | ● | ● | ● | ● |
| Call Reporting | ○ | ●* | ●* | Optional |
| Call Reporting Wallboard | ○ | ○ | ●* | Optional |
| Historical Reporting | ● | ● | ● | Optional |
| Call monitoring | ● | ● | ● | ● |
| Company Directory | ●* | ● | ● | ● |
| Voicemail to email | ● | ● | ● | ● |
| Group Voicemail | ● | ● | ● | ● |
| Hot desking | ○ | ● | ● | ● |

## Apps and phones

| | | | | |
|---|---|---|---|---|
| Mobile (iOS and Android) | Third Party | ●* | ●* | Yes (some included) |
| Desktop app | Third Party | ●* | ●* | ●* |
| Desk phones to buy or rent | Buy | Rent | Both | Both |

## Collaboration

| | | | | |
|---|---|---|---|---|
| Team messaging | ○ | ○ | ●* | ● |
| Audio conferencing | ● | ● | ● | ● |
| HD video meetings and screen sharing | ○ | ○ | ●* | Optional |

## Integrations

| | | | | |
|---|---|---|---|---|
| Skype for Business | ○ | ○ | ●* | Optional |
| Salesforce, Zoho, Microsoft and more | ○ | ●* | ●* | Optional |
| Zendesk | ○ | ○ | ●* | Optional |
| | | Download integration list | Download integration list | Download integration list |

## Support

| | | | | |
|---|---|---|---|---|
| Dedicated phone, online, and chat support | 09:00-17:00 Mon-Fri + Full Knowledge Base Learning Centre | 09:00-17:00 Mon-Fri | 09:00-17:00 Mon-Fri + Full Knowledge Base Learning Centre | 09:00-17:00 Mon-Fri + Full Knowledge Base Learning Centre |
| On-site Support Option package | ○ | ○ | ●* | ●* |

## Back Up/ Disaster recovery Options

| | | | | |
|---|---|---|---|---|
| On-site spare parts and backup | ○ | ○ | ●* | ●* |

## Future proof features

| | | | | |
|---|---|---|---|---|
| Can be converted to cloud or On-premise | ○ | ○ | ●* | ●* |

*There is an additional charge for this feature  **When used with UCP on site backup server, also had zero down time since it's launch in 2016  ***Rated by our staff

| Call Fraud/Misuse Prevention Features | | | | |
|---|---|---|---|---|
| Call Barring Options | Choice of destinations | Choice of destinations | Choice of destinations | Choice of destinations |
| Credit Limit Option | ● | ● | ● | ● |
| Daily Usage Allowance | ● | ○ | ● | ● |
| International Dialing with PIN | ● | ● | ● | ● |

| Call Fraud/Misuse Prevention Features | | | | |
|---|---|---|---|---|
| Usability*** | Easiest | Average | Very Easy | Hardest (engineer assistance req) |

| Compliance | | | | |
|---|---|---|---|---|
| MiFID I & II compliant features? | ● | ● | Q2 2018 | Optional |
| Encrypted call recordings? | ● | ● | ● | Optional |
| Built in 7 Years of easily accessible storage | ● | ● | Q2 2018 | Optional |
| GDPR compliant features? | ● | ● | ● | ● |

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