

# Cloud telephony

**Unified business communications are essential in providing agile IT solutions, anytime, anywhere computing and communications have finally become a reality. By taking advantage of these collaboration-enabling solutions, organisations can boost productivity, streamline business processes and save money. Modern Networks Cloud Telephony is a platform capable of delivering all of these benefits as part of an enterprise class solution, affordable and scalable to customers of all types and sizes.**

The engine of the solution is provided by Cisco's market leading BroadCloud platform; enabling global high availability, rapid provisioning and collaboration in a seamless manner.

Modern Networks Cloud Telephony not only provides customers with excellent levels of technology, flexibility and future proofing, but also delivers cost efficiencies in monthly call charges and line rental.

Due to its scalability, customers can access a comprehensive suite of features and benefits. Being available in two editions, Standard and Premium, our service allows for genuine flexibility when designing the most appropriate solution. The standard edition comes complete with an impressive feature list designed to meet a wide variety of demands. The premium edition provides further enhancements with additional features focusing upon mobility, collaboration and video calling.

Modern Networks recognises that not one size fits all. To allow for absolute flexibility, customers are able to mix and match between standard and premium editions. They can also add extra options to tailor the solution to an individual IT user's needs and so maximise return on investment.

## Features & Benefits

- Managed VoIP telephony
- Enterprise class Unified Comms
- Video, IM & softphone features
- Fully supported 24/7
- Low call rates
- Scalable from SME to enterprise
- Call centre functionality available
- Flexible & easy to use telephony
- Consistent user experience
- Collaborative working
- Enhanced productivity
- Reduced capital expenditure
- Budgeted operational expenditure
- Streamlined business processes.



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## Call charges

Modern Networks operates a single price per minute tariff, there are no connection charges or peak rate fees. Please find below a sample of UK, European and USA call charges based on a 3-year term. Call charges for all other regions are available upon request.

Description	Pence per minute
UK national	0
UK mobile	0.03
Republic of Ireland	0.01
USA	0.006
France	0.009
Germany	0.015
Spain	0.013

Additional options	Description
Additional hunt group	Multiple phones instead of a single extension
Call recording	Records calls and stores for 30-days
Call queues	Number of call queues
Call centre functions	Agents/supervisors/wallboards
Conferencing	Conference call numbers

# Cloud telephony

## Modern Networks Cloud telephony features by station type:

Feature	Hosted PBX Service Model Stations								Hosted PRI Station
	Premium Station	Standard Station	Basic Station	Messaging Station	Hosted POTS Line	Analog Station	Common Area Station	Hosted Square Key Package	
<b>UC-One App Bundle</b>	Y	Y						Y	Y
• Mobile	Y	Y						Y	Y
• Desktop	Y	Y						Y	Y
• Tablet (future)	Y	Y						Y	Y
• Video Calling (point to point)	Y	Y						Y	Y
<b>UC-One Collaboration Bundle</b>	Y	Optional							Y
• Instant Messaging & Presence	Y								Y
• Desktop Sharing	Y								Y
• MyRoom Collaboration	Y								Y
Chrome™ Dialer	Y	Y	Y					Y	Y
Inbound fax to email	Y	Y	Y	Y				Y	Y
Alternate Numbers w/ Distinctive Ring	Y							Y	Y
Analog Hotline	Y	Y	Y		Y	Y	Y	Y	Y
Anonymous Call Rejection	Y	Y	Y					Y	Y
Barge-In Exempt	Y							Y	Y
Business Continuity (CFNR)	Y	Y	Y		Y			Y	Y
Busy Lamp Monitoring	Y	Y						Y	Y
Call Forwarding Always	Y	Y	Y		Y			Y	Y
Call Forwarding Busy	Y	Y	Y		Y			Y	Y
Call Forwarding No Answer	Y	Y	Y		Y			Y	Y
Call Forwarding Selective	Y							Y	Y
Call History	Y	Y	Y	Y	Y			Y	Y
Call Hold & Resume	Y	Y	Y					Y	Y
Call Notify	Y							Y	Y
Call Logs w/ Click to Dial	Y	Y	Y		Y			Y	Y
Call Redial	Y	Y	Y		Y	Y	Y	Y	Y
Call Return	Y	Y	Y					Y	Y
Call Transfer (Attended & Blind)	Y	Y	Y		Y			Y	Y
Call Waiting for up to 4 Calls	Y	Y	Y	Y	Y	Y	Y	Y	Y
Call Waiting ID	Y	Y	Y	Y	Y	Y	Y	Y	Y
Directed Call Pickup	Y							Y	Y
Directed Call Pickup with Barge In	Y							Y	Y
Do Not Disturb	Y	Y						Y	Y
Enterprise Phone Directory	Y	Y	Y					Y	Y
Extension Dialing, Variable Length	Y	Y	Y	Y	Y	Y	Y	Y	Y
Feature Access Codes	Y	Y	Y	Y	Y	Y	Y	Y	Y
Hoteling (Host)	Y							Y	Y
Hoteling (Guest)	Y	Y							
Inbound Caller ID (Name)	Y	Y	Y	Y	Y	Y	Y		Y
Inbound Caller ID (Name & Number)	Y	Y	Y	Y	Y	Y	Y	Number	Y
Main Number Outbound Caller ID	Y	Y	Y		Y	Y	Y	Y	Y
Mobility	Y	Y						Y	Y
Multiple Line Appearance	Y	Y	Y					Y	Y
N-Way Calling (6)	Y	Y						Y	Y
Office Anywhere	Y	Y						Y	Y
Outbound Caller ID Blocking	Y	Y	Y		Y	Y	Y	Y	Y
Personal Phone Directory	Y	Y	Y					Y	Y
Priority Alert	Y							Y	Y
Privacy	Y	Y	Y					Y	Y
Push-to-talk	Y							Y	Y
Remote Office	Y	Y						Y	Y

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Feature	Hosted PBX Service Model Stations							Hosted Square Key Package	Hosted PRI Station
	Premium Station	Standard Station	Basic Station	Messaging Station	Hosted POTS Line	Analog Station	Common Area Station		
Selective Call Acceptance	Y							Y	Y
Selective Call Rejection	Y							Y	Y
Sequential Ring	Y							Y	Y
Series Completion					Y				
Shared Call Appearance	Y (35)	Y (5)						Y	Y
Simultaneous Ring	Y	Y						Y	Y
Speed Dial 100	Y	Y	Y		Y			Y	Y
Squared Key System Presentation								Y	
Three-Way Calling	Y	Y	Y		Y			Y	Y
Unified Messaging	Y	Y	Y	Y				Y	Y
User Web Portal	Y	Y	Y	Y				Y	Y
Video (Point to Point)	Y	Y	Y				Y	Y	Y
Visual Voicemail	Y	Y	Y	Y				Y	Y
Voice Mail	Y	Y	Y	Y				Y	Y

UC:One App Bundle features			
Feature	Desktop App	Mobile App	Comments
Microsoft Windows Support	Y		See documentation for details
Apple OSx Support	Y		See documentation for details
Google Android Support		Y	See documentation for details
Apple iOS Support		Y	See documentation for details
Call History	Y	Y	
Call Settings Control	Y	Y	Mobility, Out of Office, Do not Disturb
Click to Dial from Desktop Phone	Y		
Enterprise Phone Directory Integration	Y	Y	
Headset support	Y	Y	
In-Call Controls	Y	Y	Park, hold, transfer
Native Mobile Network Calling		Y	
Notifications	Y	Y	Incoming & missed calls, message waiting
Outlook Directory Integration	Y		
Twin to Office Phone	Y	Y	
UC One Skype for Business Add-In	Y		Microsoft Windows only



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## Modern Networks Cloud telephony features by station type:

UC-One Collaboration Bundle Features			
Feature	Desktop App	Mobile App	Comments
Contact Management Tools	Y	Y	Groups, Favourites, Filters
Desktop Sharing (1:1)	Y		
Desktop Sharing (group)	Y		
File sharing	Y		
Instant Messaging (1:1)	Y	Y	
Instant Messaging (group)	Y	Y	
Instant Messaging History	Y	Y	
MyRoom Collaboration	Y	Y	
Outlook Calendar Integration	Y		
Rich Presence	Y	Y	Includes telephony presence integration
Video Conferencing	Y	Y	See documentation for details
Guest Client	Y	Y	See documentation for details