

Telephone and Voice Mail Features and Functionality

Feature / Functionality	Free	Extra Cost
Telephones		
Call Transfer	✓	
Call Pick Up	✓	
Call Forward to internal/external number	✓*	
Divert calls to reception to answer		✓
Control of Call Forward from an external number	✓	
Conference calling	✓*	
Monitor the status of other extensions	✓	
Extra Direct Dial In (DDI) numbers for company number		✓
Ability to listen in to colleagues calls.	✓	
Manual Day/Night service	✓	
Automatic time of day changes for incoming call routing.	✓	
Call Line Identification on outgoing calls	✓	
Music on Hold (Not specific to tenant)	✓	
Changes to configuration	✓	
Manager/Secretary working	✓	
Incoming calls ring extension & mobile together		✓*
Group paging calls	✓	
Names assigned to extension	✓	
Restrict outgoing calls	✓	
Voice Mail		
Notification of new Voice Mail messages to an external number.	✓*	
Auto attendant menus. i.e. 1 for Sales, 2 for Parts		✓
Up to 9 pre-recorded messages per mail box	✓	
Separate automated messages for day and night.		✓
Miscellaneous		
Single phone moves	✓	
Tenant moves within site	✓	

* Standard call costs apply.