



What Do You Get with Business VoIP Phone Service?

The more effective your VoIP phone set up is, the better the experience when dealing with your customers. When you sign up with America's Phone Guys, our local office will always be your point of contact, providing on-site help and support.

	Basic VoIP \$19.95/mo	Midline VoIP \$24.95/mo	Premium VoIP \$29.95/mo
Phone Rental	Optional	Optional	Optional
30-Day Satisfaction Guarantee	Yes	Yes	Yes
Anonymous Call Blocking	Yes	Yes	Yes
Auto-Attendant	Yes	Yes	Yes
Automatic Fail Over	Yes	Yes	Yes
Basic Desk Phone	Yes	Yes	Yes
Burst Calling	Yes	No	No
BYOD Apps (iPhone & Android)	No	Yes	Yes
Call Blocking	Yes	Yes	Yes
Call Hold	Yes	No	Yes
Call Log Reporting	Limited	Yes	Yes
Call Management Web Console	No	Yes	Yes
Call Parking	Yes	Yes	Yes
Call Queuing	Yes	Yes	Yes
Call Recording	Optional	2 Options	Yes
Call Waiting	No	Yes	Yes
Caller Blacklisting	Yes	Coming Soon!	Yes
Company Directory	Yes	Yes	Yes
Conference Bridge	Optional	Optional	Optional
Conference Calling	Yes	Yes	Yes
Cordless Headsets	Optional	Optional	Optional
Cordless Phones	Optional	Optional	Optional
Contact Integration	No	Yes	Yes
Custom Ringback Tones	No	No	Yes
Dial by Name Directory	No	Yes	Yes
DID Numbers	Yes	Yes	Yes
Do Not Disturb Feature	Yes	Yes	Yes
E911 Service	Yes	Yes	Yes
efax	Optional	Optional	Optional
Extension Dialing	Yes	Yes	Yes
Find Me Follow Me	Yes	Yes	Yes
Forwarding Numbers	Yes	Yes	Yes
Free Domestic Calling	Up to 2,500 min	Yes	Yes
Includes Canada & Puerto Rico			
Global Calling	Per Minute Charge		
Group Paging	Requires Additional Equipment		
HD Voice	Yes	Yes	Yes

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	Basic VoIP \$19.95/mo	Midline VoIP \$24.95/mo	Premium VoIP \$29.95/mo
Hunt Groups	Yes	Yes	Yes
Incoming Caller ID	Yes	Yes	Yes
Instant Messaging	No	Optional	Optional
Intercom Across Locations	Yes	Yes	Yes
Keep Your Number(s)	\$19.95/each - 1 Time Charge		
Local or Out of Area Numbers	Yes	Yes	Yes
Local Tech Support	Yes	Optional	Optional
Long-Distance Call Restrictions	Yes	Yes	Yes
Missed Call Notification	Yes	Yes	Yes
Mobile App	Optional	Yes	Yes
Month-to-Month Option	Yes	No	Yes
Music On Hold	Yes	Yes	Yes
Netsuite Integration	No	No	Optional
On-Call Support	7am-10pm 365 days	24/7/365	24/7/365
On-site Installation	Yes	Yes	Yes
On-site Training	Yes	Yes	Yes
Outlook Integration	No	Yes	Optional
Personalized Greetings	Yes	Yes	Yes
Pre-Ring Messaging	Yes	Yes	Yes
Presence	Optional	Yes	Yes
Reception Desk Console	Optional	Optional	Optional
Remote Intercom Service	Yes	Yes	Yes
Ring Groups	Yes	Yes	Yes
SalesForce Integration	No	Optional	Optional
Secret Call Monitoring	No	Yes	Yes
Selective Call Acceptance / Blind Call Transfer	Yes	Yes	Yes
Shared Call Appearances	No	Yes	Yes
SMS Texting	No	No	Yes
Soft Phones	Optional	Yes	Yes
SugarCRM Integration	No	No	Optional
Three-Way Calling	Yes	Yes	Yes
Toll Free Numbers	Optional	Optional	Optional
Unlimited Software Updates	Yes	Yes	Yes
Upgraded Desk Phone	Optional	Optional	Optional
US Based support	Yes	Yes	Yes
Video Calling	No	Optional - On select phones only	
Visual Voicemail	No	Yes	Yes
Voicemail	Yes	Yes	Yes
Voicemail to Email	Yes	Yes	Yes
Voicemail Transferring	No	Yes	Yes
Web Conferencing	No	Coming Soon!	Optional
Work from Anyplace	Yes	Yes	Yes
Zendesk Integration	No	No	Optional