

# Features

Plans	Essential	Professional	Enterprise
24 / 7 Customer Support	✓	✓	✓
Advanced Call Forwarding	✓	✓	✓
Amazon Chime	—	—	✓
Anonymous Call Rejection	✓	✓	✓
Auto Attendant	✓	✓	✓
Busy Lamp Field	✓	✓	✓
Call Encryption	Available by request	Available by request	Available by request
Call Me Now	✓	✓	✓
Call Parking	✓	✓	✓
Call Pop	100 pops	250 pops	Unlimited pops
Call Recording	—	✓	✓
Call Return	✓	✓	✓
Call Waiting	✓	✓	✓
Caller ID	✓	✓	✓
Conference Calling	4 participants	40 participants	Unlimited participants
Custom Ringback	—	—	✓
Dial-By-Name Directory	✓	✓	✓
Directed Call Pickup	✓	✓	✓
Do Not Disturb	✓	✓	✓
Free Local and Toll-Free Number	✓	✓	✓
Free Toll-Free Minutes	1,000	2,500	10,000
Group Paging	✓	✓	✓
Hoteling Guest	✓	✓	✓

# Features

Plans	Essential	Professional	Enterprise
Hunt Group	✓	✓	✓
Integrations	✓	✓	✓
Music on Hold	✓	✓	✓
Nextiva Anywhere	–	–	✓
Nextiva App	✓	✓	✓
NextOS Portal	✓	✓	✓
Pre-Alerting Announcement	–	–	✓
Privacy	✓	✓	✓
Professionally Recorded Greeting	–	1	3
Push to Talk / Intercom	✓	✓	✓
Selective Call Acceptance	✓	✓	✓
Shared Call Appearance	✓	✓	✓
Simultaneous Ring	✓	✓	✓
SMS	–	✓	✓
Team Messaging, Collaboration, and Video	✓	✓	✓
Team Presence / IM	–	✓	✓
Three-Way Calling	✓	✓	✓
Unlimited Calling (U.S. and CA)	✓	✓	✓
Unlimited Virtual Faxing - Standard and HIPAA-Compliant	✓	✓	✓
Video Calling	–	✓	✓
Visual Voicemail	–	✓	✓
Voice Analytics	–	✓	✓
Voicemail to Email Notifications	✓	✓	✓

# Features

Essential Professional Enterprise

## 24 / 7 Customer Support

Nextiva's 24 / 7 service commitment to you means you always have a real person to help you, no matter what time of day or situation. We don't use scripts or bots — just 100% real humans who work in Nextiva offices.

✓ ✓ ✓

## Advanced Call Forwarding

Call forwarding allows you to redirect calls to a third-party destination such as a phone number or extension. Nextiva offers multiple ways to set up call forwarding, allowing you to specify different circumstances in which calls are forwarded.

✓ ✓ ✓

## Amazon Chime

Amazon Chime is a video conferencing and online meetings tool that allows you to connect with people outside your organization and host as many as 250 people in a meeting.

✓

## Anonymous Call Rejection

The anonymous call rejection service allows you to reject calls from parties who have explicitly restricted their identities.

✓ ✓ ✓

## Auto Attendant

An auto attendant presents the caller with an audible greeting, providing options to direct the call. For example, if you have a sales team and support team, you could have your auto attendant greet the caller with "Thank you for calling. Press 1 for sales, or 2 for support." Once an option has been selected, the call is redirected to the appropriate destination.

✓ ✓ ✓

## Busy Lamp Field

Busy lamp field allows you to monitor the call status of another user in your company. Different call statuses, including idle, incoming call, on a call, or call on hold, are represented by a color-coded line key light on most phone models.

✓ ✓ ✓

## Call Encryption

When added, call encryption protects every communication transmission with Transport Layer Security (TLS) and Secure Real-Time Transfer Protocol (SRTP) encryption between all endpoints to prevent interception and protect your privacy.

Available by request Available by request Available by request

## Call Me Now

Call me now allows a customer to click a web-based link or icon that calls the number the customer provided then connects them to you. This allows your customers to easily be connected by the click of a button on your website.

✓ ✓ ✓

## Call Parking

Call parking allows you to place an active call on hold against an extension. Any member that is in the call parking group can retrieve this call. After you have parked a call, you can make and receive calls freely and use any other features without limitations.

✓ ✓ ✓

# Features

## Essential

## Professional

## Enterprise

### Call Pop

Call Pop displays key contact or lead information, such as customer experience score, last interaction sentiment, lead source, and lead score, so you can begin each conversation one step ahead — providing a better, more personal experience every time you pick up the phone.

100  
pops

250  
pops

Unlimited  
pops

### Call Recording

Call recording allows you to record your incoming and outgoing calls for review and training purposes.



### Call Return

The call return feature calls back the last party who called you. This occurs after you dial a call return feature access code on your phone.



### Call Waiting

Call waiting allows you to receive calls while already actively engaged in an alternate call. When an incoming call is received while you are already on a call, you will be notified of the new call through a call waiting tone and/or visual display representation.



### Caller ID

The caller ID feature gives you the ability to see the name and number of an incoming call. Alternatively, your name and number can be represented on the caller ID of the person you are calling.



### Conference Calling

The conference calling feature allows you to connect multiple people into a conference call.

4  
participants

40  
participants

Unlimited  
participants

### Custom Ringback

The custom ringback feature allows your customers or clients to hear a music file of your choice, as opposed to ringing, when they call you.



### Dial-By-Name Directory

The dial-by-name directory feature allows incoming calls to your auto attendant to reach a specific person in your company by dialing the first or last name using the keypad on your phone.



### Directed Call Pickup

Directed call pickup allows you to answer a call that is ringing to someone else's line. This is possible after dialing the directed call pickup feature access code and the extension of the user who is receiving the call.



### Do Not Disturb

Do not disturb allows you to ignore incoming calls. After pressing the DND button, the caller is redirected to your voicemail or the destination you have specified for calls that are not answered.



## Features

### Essential

### Professional

### Enterprise

#### Free Local and Toll-Free Number

Leverage our award-winning support team to quickly and easily add local and toll-free numbers.



#### Free Toll-Free Minutes

Receive a monthly allotment of toll-free minutes based on which plan you choose. Once the account has exceeded the allotted number of minutes, you'll be charged the standard toll-free minute rate.

1,000

2,500

10,000

#### Group Paging

The group paging feature allows you to initiate a one-way call to multiple users. This feature allows you to conveniently broadcast information to a group of people with one phone call.



#### Hoteling Guest

Hoteling allows a user (guest) to sign into an alternate user's phone (host) to make and receive calls so it appears the calls are the host's. The hoteling host is required to be an enterprise-level user, but hoteling guests can be any level of user.



#### Hunt Group

The hunt group feature allows you to dial one phone number or extension and have it ring multiple users within that group. Hunt groups can be set to ring the users simultaneously, in a specific order, or by a designated priority.



#### Integrations

Integrate your Business Phone Service plan with Microsoft Outlook, Google Contacts, or Lotus Notes so you don't lose your contacts. Advanced integrations with popular CRM and customer-facing apps are available with Professional and Enterprise plans.



#### Music on Hold

Music on hold allows your customers or clients to hear customized music while they are waiting on hold.



#### Nextiva Anywhere

The Nextiva Anywhere feature allows you to connect your calls to any external number, such as a cell phone, and allows your cell phone to ring with your desk phone. You can also dial from your cell phone and have the caller ID represent that the call is coming from your desk.



#### Nextiva App

The Nextiva App combines voice and video into a single application you can access from your desk phone, computer, or mobile device.



#### NextOS Portal

This is the administrative portal that allows you to manage users, devices, features, basic recording, and E911 information.



# Features

Essential Professional Enterprise

## Pre-Alerting Announcement

The pre-alerting announcement feature allows you to play an audible greeting for incoming calls before your phone starts to ring. This could be used to inform customers of promotional offers, that your calls are being recorded, or any other information you want the caller to hear before speaking to you.



## Privacy

The privacy feature allows you to exclude yourself from dial-by-name or extension dialing settings. It also allows you to prevent your phone status from being available to other users.



## Professionally Recorded Greeting

Nextiva offers a full recording studio to record your professional business greetings. Nextiva is happy to record any additional greetings for a fee.

1

3

## Push to Talk / Intercom

Push to talk allows you to call another person in your company, causing the phone to automatically answer. This allows you to immediately start a conversation with someone, similar to an intercom.



## Selective Call Acceptance

The selective call acceptance feature allows you to set up conditions that must be met before a call can come through to your phone. You can set conditions for certain phone numbers or specific times of day. If the conditions are not met, then you can configure how you would like the call re-routed.



## Shared Call Appearance

Shared call appearance allows multiple phones to have your line assigned to them, so you can make and receive calls from your line at multiple locations. You can also make and receive calls on a different company line by assigning another person's line to your phone.



## Simultaneous Ring

Simultaneous ring lets you choose as many as 10 numbers that you want to ring when someone calls your work number. Each number is a separate line of service, so if you take a call on one of those lines the others are still open.



## SMS

Send and receive text messages with your business phone number. Your customers and prospects will view messages in their native messaging app, while you use the native IM feature of the Nextiva App. Communicate effectively without making a call.



## Team Messaging, Collaboration, and Video

Cospace is a simple, easy-to-use, collaboration app that enables teams to work from anywhere and keep communication, documentation, and tasks in one, virtual workspace. With the app, you chat, make calls (both audio and video), share files, assign tasks, schedule meetings, and manage your calendar.



# Features

Essential

Professional

Enterprise

## Team Presence / IM

Instant message your coworkers via the Nextiva App, adjust your availability settings, and easily check the status of contacts to determine the best way to reach them.



## Three-Way Calling

The three-way calling feature allows you to make a three-way call with two other parties. This enables all three parties to communicate with each other simultaneously.



## Unlimited Calling

Enjoy unlimited HD voice calls within the U.S. and Canada, and improve your customer experience with fewer dropped calls and better sound quality.



## Unlimited Virtual Faxing - Standard and HIPAA-Compliant

Virtual faxing allows you to send fax messages securely through your PC, tablet, mobile device, or fax machine. You receive one free, unlimited virtual fax number with your Nextiva account, and you have the option to add additional virtual fax numbers to your account for an additional fee. HIPAA-compliant fax is available.



## Video Calling

Save travel time and costs when you connect face-to-face with other Nextiva App users with HD video calls.



## Visual Voicemail

Included in the Nextiva App, visual voicemail displays all voicemails and their details in one place where you can listen to and delete them without accessing your voicemail through the phone.



## Voice Analytics

Nextiva Voice Analytics provides unprecedented visibility into your call data and team activity. Identify and analyze call trends with historical and real-time data to predict how the future will look to make more informed business decisions.



## Voicemail to Email Notifications

The voicemail to email feature forwards voicemails to a selected email address. You can listen to your voicemail messages directly from your computer or other portable device. You can also elect to receive an SMS notifying you that you've received a voicemail. Not available for HIPAA customers.

