



604-454-9977
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Cloud Solution
Powered by Avaya IP Office V2

AVAYA

PRICING

Telephony User

\$24.90
per month

Avaya IPO Telephony
User License

500 Minutes US & Canada
Calling

VMware Hosting

Unlimited
Bandwidth



Make/Receive calls, Park & Page, Basic Call Logs, Call Forwarding, Call Transfer, Calling Line ID Delivery, Do Not Disturb, Intercept User, Last Number Redial, Three-Way Calling, Voicemail, Voicemail to Email Notification, Selective Call Acceptance, Selective Call Rejection, Hot Desking, Mobile Twinning, Conference Bridge, Soft Console (max 10 for Receptionists)

UC User

\$29.90
per month

Avaya IPO UC
User License

500 Minutes US & Canada
Calling

VMware Hosting

Unlimited
Bandwidth



All the features
of Telephony Worker
+
Advanced Mobile Applications,
Voicemail to Email Notification,
PC and iPad Soft--Phone,
Video Calling,
Instant Messaging And Presence,
SFDC Plug--in,
Outlook Plug--in,
Lync Plug--in
1x portal features



AVAYA

MONTHLY SUBSCRIPTION INCLUDES

- Built on Avaya IP Office Server Select V10
 - Server Edition Nodes (Quantity 150 for 500v2's and Resilient Servers)
 - SIP trunks / Call paths (Quantity 1024)
 - Soft Console (Max 10 Receptionist)
 - VM Ports (Quantity 512)
 - Conference Port Capacity 512 (2x256)
 - CTI Link Pro (maximum)
 - *Optional 3rd party SIP endpoints available in IP Office V10*
- Single VMware Instance for each customer for privacy and security
- 500 Minutes per seat of pooled Local and Long Distance included (Origination and Termination)
- Each Customer includes 1 DID/E911 – additional DID's with E911 are available thru the portal
- BYOB – Customer supplied internet connectivity
- Advanced Monitoring with IR Prognosis for Partners and Customers
- Fee Simple Customer Billing and Collection (Credit Card, EFT and Check)
- FCC Compliance and Remittance



AVAYA

OPTIONAL ADD-ONS

- Cloud FOIP (Fax Over IP) Fax to PDF, Email/MFP to Fax
- Geo-Located Resilient Servers
- Access to Billing platform for Reseller One Time Installation Fees & Reseller Recurring Items
- Office 365 connector – ESNA ACW – included with IP Office V10
- Call Accounting – RSI and XIMA
- Call Recording – XIMA and TelStrat
- Contact Center – IPOCC and XIMA
- IVR and Tools - CI
- Standalone VM's for 3rd party applications
- Voicemail to Text

***All items above are monthly subscription*



AVAYA

RESILIENT ARCHITECTURE

Optional System Failover

- Cloud to cloud & Cloud to premise (500v2)

Client Failover Supported

- one-X portal / one-X[®] Mobile Preferred
- Avaya Communicator

H.323 Endpoints failover

- 96x1, 16xx

SIP Endpoints failover

- E129, H175, B179, 11xx/12x

Always Alive

- Voicemail and Twinning to Cellular / Mobile



DATA CENTER



Purpose built Avaya IPO Office Cloud in Fully-Redundant Fault Tolerant Data Centers

Secure Multi-Instance Architecture on Scalable Hardened VMWare Servers

Carriers

- Quadruple Redundant North American SIP Carriers on separate networks
- 30+ International SIP Carriers on separate networks
- Multiple Private Connectivity Options
- Connectivity to Multiple Tier 1 Providers w/ Extensive Peering Capabilities

Security

- Public, Private and Hybrid Customer Configurations
- TLS, SRTP, VPN and MPLS Connectivity Options
- Hardware based Ingress and Egress Edge Protection
- Elastic and Scalable Firewalls and VPN Servers on every VMWare Host

Data Centers

- Tier III-rated, SSAE16 HIPAA Compliant
- N+1 Session Border Controllers in each Data Center
- N+1 SAN's in each Data Center
- N+1 Power w/ 10 Days Standby Diesel for Generators
- N+1 Cooling Configuration
- N+1 Public Connectivity Options
- Network Engineers on site in our Data Centers
- Customer access to our Three Tier Monitoring

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FUNCTIONALITY MATRIX

	Telephony User	UC User
Broad Endpoint Selection (IP, Digital, Analog, DECT/Wireless)	✓	✓
Digital Endpoints	✓	✓
Analog Endpoints	✓	✓
Mobile Endpoints (including VoIP)		✓
Softclients (Windows, Mac, iOS, Android, WebRTC)		✓
Basic Telephony Features (make, receive, hold, transfer, voicemail, park/page)	✓	✓
Advanced Telephony Features (voicemail to e-mail, video calling, Instant Messaging and Presence)		✓
Secure Remote Worker	✓	✓
Call Recording	✓	✓
Ad-hoc meet me conferencing	✓	✓
Scheduled audio conferencing		✓
Web Collaboration		✓
Desktop Application Integration (Lync, Outlook)		✓
Web Application Integration (SFDC, Google, O365, web-page)		✓
Rich Desktop UC (IM/P, Telephony, directory, conference controls, call recording, visual voicemail)		✓
Rich Tablet UC (IM/P, Telephony, directory, visual voicemail)		✓
Rich Mobile UC (IMP, Telephony, directory, conference controls, call recording, visual voicemail, location based svcs)		✓



SUPPORTED ENDPOINTS

Phone Type	Public Internet (aka Over the Top)	Private Network (e.g. MPLS, VPN)	500V2 Chassis Required	3rd Party Endpoint Licence Required	Notes
IP Phones (Hard Endpoints)					
96x1 (H.323)	Yes	Yes	No	No	
H175 (v10 only)	Yes	Yes	No	No	R10/Powered by Avaya R2.0 Only
E129	Yes	Yes	No	No	
J129	Yes	Yes	No	No	R10/Powered by Avaya R2.0 Only
B179	Yes	Yes	No	No	
E159/E169	No	Yes	No	No	
16xx	No	Yes	No	No	
11xx/12xx (SIP)	Yes	Yes	No	No	R10/Powered by Avaya R2.0 Only
D100 (Dect)	Yes	Yes	Yes	No	R10/Powered by Avaya R2.0 Only, no TLS/SRTP
DECT R4	No	Yes	No	No	IP500 V2 required for public internet connection to Cloud
IP Phones (Soft Endpoints)					
Avaya Communicator Windows	Yes	Yes	No	No	Requires UC License
Avaya Communicator iPad	Yes	Yes	No	No	Requires UC License
One-X Mobile Preferred (iOS & Android)	Yes	Yes	No	No	Requires UC License
Avaya Communicator for Web (WebRTC)	Yes	Yes	No	No	R10/Powered by Avaya R2.0 Only - Requires UC License
Digital Endpoints					
24xx/54xx/14xx/95xx (Digital)	No	Yes (w/ 500v2)	Yes	No	R10/Powered by Avaya R2.0 Only - Requires Telephony/UC License
Analog Endpoints					
Analog Conference Phone	Yes (w/ 500v2)	Yes (w/ 500v2 or ATA)	Optional	No	R10/Powered by Avaya R2.0 Only - Requires Telephony/UC License
Analog Phone	Yes (w/ 500v2)	Yes (w/ 500v2 or ATA)	Optional	No	R10/Powered by Avaya R2.0 Only - Requires Telephony/UC License
Analog Fax Machine	Yes (w/ 500v2)	Yes (w/ 500v2 or ATA)	Optional	No	R10/Powered by Avaya R2.0 Only - Requires Telephony/UC License
3rd Party SIP Endpoints					
SIP Conference Phone - Non Avaya	Yes	Yes	No	Yes	Connection over Public internet requires support for IP Office Remote Worker feature (TLS)
SIP Phone - Non Avaya (ie: Polycom, Aastra)	Yes	Yes	No	Yes	Connection over Public internet requires support for IP Office Remote Worker feature (TLS)
SIP Door Phone	Yes	Yes	No	Yes	Connection over Public internet requires support for IP Office Remote Worker feature (TLS)
SIP ATA	Yes	Yes	No	Yes	Connection over Public internet requires support for IP Office Remote Worker feature (TLS)



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