

Alianza's Cloud Communications Platform equips service providers with a comprehensive and expanding suite of end-user features. It's easy to add feature-rich cloud communication services to broadband services and deliver the services your customers expect. Service providers powered by Alianza are deploying the most flexible and profitable voice solutions available.

Call Handling

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|--------------------------------|------------|----------------|--------------|-------------------------------|
| Busy Handling | ✓ | ✓ | | ✓ |
| Call Forwarding | ✓ | ✓ | ✓ | ✓ |
| Call Hold | ✓ | ✓ | | ✓ |
| Call Waiting | ✓ | ✓ | | ✓ |
| Custom Hold Music | ✓ | ✓ | | ✓ |
| Do Not Disturb | ✓ | | | ✓ |
| Dynamic Call Capacity | | | ✓ | |
| Find Me, Follow Me | ✓ | | | ✓ |
| No Answer Handling | ✓ | ✓ | | ✓ |
| Out of Service Handling | ✓ | ✓ | ✓ | ✓ |
| Overflow Routing | | | ✓ | |
| Paging Groups | | | | ✓ |
| Pick Up Groups | | | | ✓ |
| Registration-based Credentials | | | ✓ | |
| Scheduling | ✓ | | | ✓ |
| Simultaneous Ring | ✓ | ✓ | | ✓ |

Call Screening

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---------------------------|------------|----------------|--------------|-------------------------------|
| Anonymous Call Reject | ✓ | ✓ | ✓ | ✓ |
| Block Callers w/ Message | ✓ | ✓ | ✓ | ✓ |
| Custom Call Screening | ✓ | ✓ | ✓ | ✓ |
| Phone/Web Integration | ✓ | ✓ | ✓ | ✓ |
| Priority Ring | ✓ | | | ✓ |
| Selective Call Acceptance | ✓ | ✓ | ✓ | ✓ |

Caller ID

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|--------------------------|------------|----------------|--------------|-------------------------------|
| Block Caller ID | ✓ | ✓ | | ✓ |
| Calling Line ID Delivery | ✓ | ✓ | | ✓ |
| Shared Call Appearance | ✓ | ✓ | | ✓ |
| Vanity Caller ID Name | ✓ | ✓ | ✓ | ✓ |

Calling Plans

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|-----------------------|------------|----------------|--------------|-------------------------------|
| 900/976 Call Blocking | ✓ | ✓ | ✓ | ✓ |
| Account Calling Plans | | ✓ | ✓ | ✓ |
| Dialing Restrictions | ✓ | ✓ | ✓ | ✓ |
| Local Calling | ✓ | ✓ | ✓ | ✓ |
| Metered (per Minute) | ✓ | ✓ | ✓ | ✓ |
| Unmetered | ✓ | ✓ | ✓ | ✓ |

Devices

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|--------------------------|------------|----------------|--------------|-------------------------------|
| Shared Devices | | ✓ | | ✓ |
| Softphone Support | | | | ✓ |
| 911 Multi-Device Support | | ✓ | | ✓ |

Dialing

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|--------------------------------|------------|----------------|--------------|-------------------------------|
| 3-Way Conference Calling | ✓ | | | ✓ |
| Dial from Phone Logs | | | | ✓ |
| Direct Inward Dialing | ✓ | ✓ | ✓ | ✓ |
| Extension to Extension Dialing | | | ✓ | ✓ |
| Localized Dialing | ✓ | ✓ | | ✓ |

Virtual Fax

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|--------------------|------------|----------------|--------------|-------------------------------|
| Dedicated Fax Line | | | ✓ | ✓ |
| Fax Support | ✓ | ✓ | ✓ | ✓ |
| Fax to Email | ✓ | ✓ | | ✓ |

Hunt Groups

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---------------------------------|------------|----------------|--------------|-------------------------------|
| Fixed Forwarding | | ✓ | | |
| Linear Ring Strategy | | ✓ | | |
| Overflow and Failure Forwarding | | ✓ | ✓ | |
| Sequential Ring Strategy | | ✓ | | |
| Simultaneous Ring Strategy | | ✓ | | |
| Fixed Forwarding | | ✓ | | |

IP Phone Features

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|-------------------------------------|------------|----------------|--------------|-------------------------------|
| Busy Lamp Field (BLF) with Presence | | | | ✓ |
| Call Transfer | | | | ✓ |
| Directory | | | | ✓ |
| Intercom * | | | | ✓ |
| Multilingual Interface | | | | ✓ |
| Paging | | | | ✓ |
| Shared Lines | | | | ✓ |
| Speed Dial | | | | ✓ |

Auto-Attendant

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|-------------------|------------|----------------|--------------|-------------------------------|
| Directory | | | | ✓ |
| IVR Builder (GUI) | | | | ✓ |
| Prompt Barge-In | | | | ✓ |
| Ring Groups | | | | ✓ |
| Scheduler | | | | ✓ |

Phone Numbers

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|--|------------|----------------|--------------|-------------------------------|
| Local Number Portability | ✓ | ✓ | ✓ | ✓ |
| Local Numbers | ✓ | ✓ | ✓ | ✓ |
| Multiple Appearance Directory Numbers (MADN) | | | | ✓ |
| Toll-Free Numbers | | ✓ | ✓ | ✓ |
| Virtual Numbers | | ✓ | ✓ | ✓ |

Voicemail

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|--|------------|----------------|--------------|-------------------------------|
| Access on Connectivity Failure | ✓ | ✓ | | ✓ |
| Message Waiting Indicator (MWI) | ✓ | ✓ | | ✓ |
| Multiple Greetings | ✓ | ✓ | | ✓ |
| Shared Voicemail | | ✓ | | ✓ |
| Sub-Voicemail Boxes | ✓ | | | |
| Visual Voicemail | ✓ | ✓ | | ✓ |
| Voicemail to Email (Unified Messaging) | ✓ | ✓ | | ✓ |

End-User Voice Portal

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|----------------------|------------|----------------|--------------|-------------------------------|
| Branding | ✓ | | ✓ | ✓ |
| Call Recording * | | | | ✓ |
| Language Support | ✓ | | ✓ | ✓ |
| Call Features | ✓ | | ✓ | ✓ |
| Call History | ✓ | | ✓ | ✓ |
| Admin End Users | | | ✓ | ✓ |
| Standard End Users | ✓ | | ✓ | ✓ |
| Voicemail Management | ✓ | | ✓ | ✓ |

Cymbus Softphone App

Business Cloud Communications

| Feature | Standard | Advanced | Professional |
|------------------------------------|----------|----------|--------------|
| Devices Supported | | 2 | 2 |
| VoIP Accounts Support | | 1 | 1 |
| Chat Rooms | | ✓ | ✓ |
| Contact Import/Export | | | |
| Cymbus Push Notifications (Mobile) | | ✓ | ✓ |
| File Transfer | | ✓ | ✓ |
| Messaging | | ✓ | ✓ |
| Presence | | ✓ | ✓ |
| Screen Sharing | | | ✓ |
| Synced Messaging & Call History | | ✓ | ✓ |
| User Portal | ✓ | ✓ | ✓ |
| Video Collaboration Service | | | ✓ |



Interested in the full capabilities of Business Cloud Communications?
 See the Business Cloud Communications End-User Feature Guide here

Public Services

N11 numbers (or codes) and other three-digit numbers provide quick access to special services based on the caller's location, without the need for an area code. Below is a summary of N11 services supported by Alianza.

| Number | Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|-----------|--|------------|----------------|--------------|-------------------------------|
| 211 | Essential Community Services | ✓ | ✓ | ✓ | ✓ |
| 411 | Directory Assistance | ✓ | ✓ | ✓ | ✓ |
| 511 (US) | Traveler Information | ✓ | ✓ | ✓ | ✓ |
| 611 | Customer Service | ✓ | ✓ | ✓ | ✓ |
| 711 | Telecommunications Relay Service (TRS) | ✓ | ✓ | ✓ | ✓ |
| 811 (US) | Utility Location Services | ✓ | ✓ | ✓ | ✓ |
| 811 (CAN) | Canadian Health Services | ✓ | ✓ | ✓ | ✓ |
| 911 | Emergency Services | ✓ | ✓ | ✓ | ✓ |
| 933 | Emergency Services Verification | ✓ | ✓ | ✓ | ✓ |
| 988 | National Suicide Prevention Hotline | ✓ | ✓ | ✓ | ✓ |

Routing

211 and 811 are routed to the local service number, as determined by the address in the calling phone number's customer service record.

Star Codes

Account Call Screening

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|------------|----------------|--------------|-------------------------------|
| All Other Callers: Allow | | ✓ | | ✓ |
| All Other Callers: Block | | ✓ | | ✓ |
| Anonymous Callers: Allow | | ✓ | | ✓ |
| Anonymous Callers: Block | | ✓ | | ✓ |
| Anonymous Callers: Disable Block with Message | | ✓ | | ✓ |
| Anonymous Callers: Enable Block with Message | | ✓ | | ✓ |
| Call Trace | ✓ | ✓ | | ✓ |
| Custom Callers: Allow | | ✓ | | ✓ |
| Custom Callers: Block | | ✓ | | ✓ |
| Custom Callers: Block with Message | | ✓ | | ✓ |

User Call Screening

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---|------------|----------------|--------------|-------------------------------|
| All Other Callers: Allow | ✓ | | | ✓ |
| All Other Callers: Block | ✓ | | | ✓ |
| Anonymous Callers: Allow | ✓ | | | ✓ |
| Anonymous Callers: Block | ✓ | | | ✓ |
| Anonymous Callers: Disable Block with Message | ✓ | | | ✓ |
| Anonymous Callers: Enable Block with Message | ✓ | | | ✓ |
| Custom Callers: Allow | ✓ | | | ✓ |
| Custom Callers: Block | ✓ | | | ✓ |
| Custom Callers: Block with Message | ✓ | | | ✓ |
| Custom Callers: Forward | ✓ | | | ✓ |
| Do Not Disturb: Disable | ✓ | | | ✓ |
| Do Not Disturb: Enable | ✓ | | | ✓ |

Call Forwarding

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---------------------------------------|------------|----------------|--------------|-------------------------------|
| Call Forward: All (On/Off) | ✓ | ✓ | | ✓ |
| Call Forward: Busy (On/Off) | ✓ | ✓ | | ✓ |
| Call Forward: No Answer (On/Off) | ✓ | ✓ | | ✓ |
| Call Forward: Out of Service (On/Off) | ✓ | ✓ | | ✓ |
| Forward Call to Voicemail | | | | ✓ |
| Hunt Group: Fixed Forward Code | | ✓ | | |
| Hunt Group: Variable Forward Code | | ✓ | | |

Call Management

| Feature | Home Phone | Business Lines | SIP Trunking | Business Cloud Communications |
|---------------------------------|------------|----------------|--------------|-------------------------------|
| Call Park | | ✓ | | ✓ |
| Call Park Retrieval | | ✓ | | ✓ |
| Call Waiting: Disable | ✓ | ✓ | | ✓ |
| Call Waiting: Disable Next Call | ✓ | ✓ | | ✓ |
| Call Waiting: Enable | ✓ | ✓ | | ✓ |
| Caller ID: Block Next Call | ✓ | ✓ | | ✓ |
| Caller ID: Enable Next Call | ✓ | ✓ | | ✓ |
| Caller ID: Manage (On/Off) | ✓ | ✓ | | ✓ |
| Directed Call Pickup | | | | ✓ |
| Group Pickup | | | | ✓ |
| Last Call Return | ✓ | ✓ | | ✓ |
| Voicemail Management | ✓ | ✓ | | ✓ |

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