Feature	Star2Star	Traditional Phone Service and Third Party PBX	VoIP Phone Company and Third Party PBX	VoIP Phone Company with Hosted PBX
Architecture				
End-to-End integrated solution. The PBX and the phones service were designed to work together to provide powerful features, superior quality, unmatched reliability and dramatic savings.	Yes	No	No	No
Quantity of calls being delivered	We can Mix	Only Analog	Only VoIP	Only VoIP
Traditional Line $100 per month	1	1	Not Available	Not Available
DSL $70 per month	30	0	7 not advised	7 not advised
Cable modem $70 per month	30	0	7 not advised	7 not advised
T1 Line $600 per month	60	0	14	14
PRI $900 per month	23	23	Not Available	Not Available
Powerful Features				
Find-Me/Follow-Me forwarding: Your office phone can ring at branch office locations while also ringing your cell phone, home phone or even a laptop soft-phone. Call routing can be set up or modified in a few seconds from the Star2Star web portal.	Yes	No	No	No
Incoming call routing without added phone lines: You can have as many incoming phone numbers as you want independent of how many phone lines you have (a nominal monthly fee applies.) Each number can do something different when it rings. For example, one number can be your main number, which rings at the receptionist desk, and a second number could be answered by an automated attendant for your customer service department. A third number could ring all the phones in the sales department. A fourth number could ring directly to a specific person, bypassing the operators and menus.	Yes	No	Sometimes	No
Time based call routing: Incoming calls can be routed differently when your business is closed. You can define a different set of hours for each day of the week. This can be combined with the incoming call routing to provide unique daytime and after-hours activities for each incoming number.	Yes	Partial	Partial	Partial

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Multiple company identities: Star2Star allows you to have an unlimited number of different company identities on the same phone system. Each company identity can have its own phone number and can be answered differently. You can have 3 companies or 3 departments of the same company, each with its own workflow, menus, group and recordings. You can even use different line appearances on the phones to let you know which company or department the caller dialed, so you can answer accordingly. You can also dial out from either company using the same phone by which line you select.	Yes	No	No	No
Configurable outbound Caller ID	Yes	No	No	No
Multi-layer automated attendant: You can quickly build multi-layer automated attendant menus which can send a call to any number of destinations such as the operator, ring a group of phones, a queue for the next available agent, a voice mailbox, a recording, the company directory etc. Destinations can include extensions at other locations or remote employees working from home. This is all done in an intuitive web interface.	Yes	Partial	Partial	Partial
Extension user rights: Extensions can be tailored to allow or prohibit certain activities such as international calling or outbound calling	Yes	Sometimes	Sometimes	Sometimes
Unlimited free voice mail	Yes	No	No	No
Message waiting indicator light	Yes	Yes	Yes	Yes
Message waiting stutter tone	Yes	Yes	Yes	Yes
Call waiting	Yes	Yes	Yes	Yes
Web based configuration: Users can set up speed dial, call forwarding, find-me/follow-me and voicemail options online with no help from an administrator	Yes	Partial	Partial	Partial
Ring group timeout	Yes	Sometimes	Sometimes	Sometimes
Operator designation	Yes	Yes	Yes	Yes
Customer service call queues	Yes	Yes	Yes	Yes
ACD assisted call distribution	Yes	Yes	Yes	Yes
Queue caller timeout	Yes	Sometimes	Sometimes	Sometimes
Blind transfer	Yes	Yes	Yes	Yes
Assisted transfer	Yes	Yes	Yes	Yes
Call parking	Yes	Yes	Yes	Yes
Directed call pickup	Yes	Yes	Yes	Yes
Operator panel	Yes	Yes	Yes	Yes
Do not disturb	Yes	Yes	Yes	Yes
Built-in paging groups	Yes	No	No	No
Voice mail groups	Yes	No	No	No

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Front door intercom	Yes	Sometimes	Sometimes	No
Overhead paging	Yes	Sometimes	Sometimes	No
Custom on-hold music: You can use any MP3 file to customized your music on hold, or you can optionally subscribe to our on hold music streaming service. We can also create custom, professionally recorded on hold sales and informational messages.	Yes	Partial	Partial	Partial
Call blocking: Call blocking is built in for each extension	Yes	Centralized	Centralized	Centralized
Company directory: The latest company directory is always just a click away as a printout.	Yes	No	No	No
Voice prompts: Professionally recorded greeting.	Yes	No	No	No
Number porting: Our number porting experts will transfer your telephone numbers from your existing carrier to Star2Star, so you can keep your old numbers.	Yes	Yes	Yes	Yes
Multiple location support: Star2Star includes excellent support for multiple location operation. Any number of branch offices can be made into one virtual phone system for transfers, with shared ring groups, call queues, automated attendants, shared operator, across multiple locations.	Yes	No	No	Yes
Home office extensions: Star2Star supports unlimited remote "home office" extensions over home DSL or Cable connection. Remote users may use an IP telephone or a Mac or PC softphone.	Yes	No	No	Yes
Directory listing: Directory listing provided with service	Yes	Yes	No	No
Virtual extensions	Yes	No	No	No
Softphone extension	Yes	No	Yes	Yes
External extension (like a cell phone)	Yes	No	No	No
Outlook integration	Yes	Sometimes	Sometimes	Sometimes
911 support	Yes	Yes	Sometimes	Sometimes
Fax support	Yes	Yes	No	No
Traditional phones and phone systems	Yes	Yes	No	No
Ad hoc reporting	Yes	Sometimes	Sometimes	Sometimes
Voice mail to email	Yes	No	Sometimes	Sometimes
Built-in conference calling Star2Star allows unlimited conference calling, even across multiple locations.	Yes	No	No	No

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Superior Quality				
24x7x365 call quality monitoring: Star2Star monitors the quality of your phone calls from end-to-end around the clock in our Network Operating Center with StarWatch.	Yes	No	No	No
Service desk for end-to-end quality management with Phone, Web, and Email support. Staffed around the clock.	Yes	No	No	No
Quality of Service managed on phones, LAN and Internet connection	Yes	Partial	Sometimes	Sometimes
End-to-end management and monitoring of jitter, echo, *& latency	Yes	No	No	No
Carrier Grade Cisco Network delivering superior call quality in the data center	Yes	No	Sometimes	Sometimes
Connect to the traditional phone Network	Yes	Yes	No	No
Guaranteed Reliability				
99.99% Reliability Guarantee	Yes	No	No	No
24x7x365 end-to-end System Health Monitoring:	Yes	No	No	No
Service Desk Phone for an end-to-end solution with Web, and Email support - staffed around the clock.	Yes	No	No	No
Backup with redundant Internet connectivity in case data center connectivity fails.	Yes	No	Sometimes	Sometimes
Backup with redundant phone carriers in case one carrier fails.	Yes	No	No	No
Analog Line backup on VoIP connection with automatic rerouting of calls.	Yes	Not Backed up	No	No
Disaster recovery to backup lost facility or cable cut.	Yes	No	No	No
Backup providing data center bypass.	Yes	No	No	No
Data center infrastructure backup with 100% Redundant Cisco Network at Tier-1 data center.	Yes	No	Maybe	Maybe
Dramatic Savings				
Unlimited free voice mail	Yes	No	No	No
PBX features are free (included)	Yes	No	No	No
Unlimited extensions	Yes	No	No	No
Domestic savings	Yes, 50%	No	No	No
International savings:	Yes, 90%	No	Sometimes	Sometimes
Equipment savings	Yes, 75%	No	No	No
Immediate return on investment	Yes	No	No	No
Financing available	Yes 36 or 48 months	Sometimes	Sometimes	Sometimes
Net Positive Cash Flow	Yes	No	No	No