

Nextiva Packages Updates

What we're doing with our packages:

We're making two major changes:

We're adding value with more features in all packages. A key aspect of the new packages is that EVERYONE who buys Nextiva will have access to an application that helps them work remotely. EVERY customer will have access to team collaboration tools they can use anywhere.

We're adding Pro back to the lineup of visible packages. We can deliver value for every business, and these packages are built to do that.

What We're Not Doing:

Changing the price. We're adding more value to all of our Business Phone Service packages to make them even more relevant to the current demands of customers with needs such as work-from-home functionality such as remote work applications and team collaboration, but we're not raising the price.

Why We're Changing Now:

Businesses need Nextiva capabilities now more than ever. The current environment has placed more stress on businesses to work from home than most thought they'd ever see. We're responding with packages that help them maintain and improve their productivity, regardless of where employees are working. By including Caller AI (Call Pop), we're also building a bridge for these customers to begin to experience the benefits of NextOS.

What you need to do to prepare:

- Read this document, review and understand the changes to the packages
- Ask questions of training and supervisors on how the packages work and when to use them
- Look for an updated features brochure in the coming days

Key Changes to Business Phone Service Packages:

Package name changes:

Nextiva Office, or our VoIP packages, are now called “Business Phone Service”

Customer Relationship Suite is now called “Sales and Service CRM”

Cospace is “Team Collaboration and Video”

Business Phone Service Packages

All Packages

- Nextiva Mobile App Included
- Free toll free minutes are included
- Go Integrator Lite included
- Caller AI (Call Pop) included
- Voicemail to text included
- Pro is now named 'Essential'

Professional (previously 'Pro Plus')

- Go Integrator included (excludes custom integrations)
- Call recording included

Enterprise

- Go Integrator included (excludes custom integrations)

Business Phone Service

Get everything you need to communicate with teams, prospects, and customers.

SAVE 20%

Monthly

Annual

Business Phone Service

Essential

Starts at

\$ **19**.95^①

Per month / user

Phone Service Features

- Unlimited Calling within the US/CA
- Free Local & Toll-Free Number
- Toll-Free Minutes (**1000 minutes**)
- Unlimited Internet Fax

Collaboration Features

- Unlimited Audio Conference Calls (**4 Participants**)
- Mobile App Calling
- Team Messaging

Productivity Features

- NextOS Call Pop
- Outlook and Google Integrations
- Visual Voicemail to Text and Email

Support

- 24x7 Amazing Service

Most businesses choose Pro

Business Phone Service

Professional

Starts at

\$ **20**.95^①

Per month / user

Phone Service Features

- Unlimited Calling within the US/CA
- Free Local & Toll-Free Number
- Toll-Free Minutes (**2500 minutes**)
- Unlimited Internet Fax
- Unlimited Business SMS

Collaboration Features

- Unlimited Audio Conference Calls (**40 Participants**)
- Unlimited Video Conferencing (peer-to-peer)
- Screen Sharing with video and audio
- Mobile App Calling and Video
- Team Messaging

Productivity Features

- NextOS Call Pop
- Outlook and Google Integrations
- Integrations with Salesforce, Zendesk, etc.
- Visual Voicemail to Text and Email
- Voice Analytics
- Call Recording

Support

- 24x7 Amazing Service

Business Phone Service

Enterprise

Starts at

\$ **27**.95^①

Per month / user

Phone Service Features

- Unlimited Calling within the US/CA
- Free Local & Toll-Free Number
- Toll-Free minutes (**10,000 minutes**)
- Unlimited Internet Fax
- Unlimited Business SMS

Collaboration Features

- Unlimited Audio Conference Calls (**Unlimited Participants**)
- Unlimited Video Conferencing (peer-to-peer)
- Screen Sharing with Video and Audio
- Mobile App Calling and Video
- Team Messaging

Productivity Features

- NextOS Call Pop
- Outlook and Google Integrations
- Integrations with Salesforce, HubSpot, etc.
- Integrations with Zendesk, ServiceNow, etc.
- Visual Voicemail to Text and Email
- Voicemail Transcription

Support

- 24x7 Amazing Service

Business Phone Service Packages

Nextiva Highlighted Features

	Essential	Professional	Enterprise
Unlimited calling within the USA and CA	✓	✓	✓
Unlimited conference calls	4 participants	40 participants	unlimited participants
Unlimited video conferencing (peer-to-peer)	✗	✓	✓
Team messaging, collaboration, and video	✗	✓	✓
Free local & toll-free number	✓	✓	✓
Toll-free minutes	1,000	2,500	10,000
Unlimited business SMS	✗	✓	✓
Caller AI	100 pops	250 pops	unlimited pops
Voice Analytics	✗	✓	✓
Voicemail to text/email	✓	✓	✓
Integrations with MS Outlook, Google Contacts, & Lotus Notes	✓	✓	✓
24x7 customer support	✓	✓	✓
Extended integrations with most popular CRM and customer facing apps	✗	✓	✓
Unlimited internet fax	✓	✓	✓
Call recording	✗	✓	✓

All Voice Features

Unlimited calling within the USA and CA**	✓	✓	✓
Unlimited conference calls	4 participants	40 participants	unlimited participants
Unlimited video conferencing (peer-to-peer)	✗	✓	✓
Free local & toll-free number	✓	✓	✓
Toll-free minutes	1,000	2,500	10,000
Unlimited business SMS	✓	✓	✓
Caller AI	100 pops	250 pops	unlimited pops
Voice Analytics	✗	✓	✓
Call management and phone system administration	✓	✓	✓
Phone rental options: desk and conference phones	✓	✓	✓
Nextiva App for iOS® and Android™	✓	✓	✓
High-definition (HD) voice	✓	✓	✓
Voicemail to text/email	✓	✓	✓
Team messaging, collaboration, and video	✗	✓	✓

Business Phone Service Packages

All Voice Features (continued)

	Essential	Professional	Enterprise
Integrations with MS Outlook, Google Contacts, & Lotus Notes	✓	✓	✓
24x7 customer support	✓	✓	✓
Professional implementation	✓	✓	✓
Call log reports	✓	✓	✓
Call recording	✗	✓	✓
Unlimited internet fax	✓	✓	✓
Auto attendant	✓	✓	✓
Multi-site support	✓	✓	✓
Extended integrations with most popular CRM and customer facing apps	✗	✓	✓
Real-time system status alerts	✓	✓	✓
Professionally recorded greeting	0	1	3
Screen sharing	✓	✓	✓
Purchased devices available	✓	✓	✓
Hold music	✓	✓	✓
Free number porting	✓	✓	✓
Rental phone available	✓	✓	✓
Voicemail transcription	✗	✗	✓