



## Voice Over IP Solutions

### Make BIZTEL by Intermedia Hybrid Work Better for You

***One Platform. One Provider. One Bill. One Support Number. One Communications Suite.***

In the office, at home, on the road, or anywhere in between, BIZTEL by Intermedia's cloud communications solutions keep you connected wherever work takes you.

The key to success in the era of hybrid work is communication – communication that is reliable, versatile, and consistent. It shouldn't matter where your team is working from, meeting from, collaborating from, or taking care of customers from. What matters is that employees know that they have the same tools needed to do all of this no matter where they may be working from.

The reliability, versatility, and consistency of cloud communications allows business to happen from wherever. Intermedia's single, seamless, comprehensive, intuitive, and secure cloud platform allows it to happen better. With 99.999% uptime service level agreements, J.D. Power-certified technical support, one management portal and one monthly bill, BIZTEL by Intermedia Makes Hybrid Work Better for You.

### Key Features

- Take your office phone anywhere
- Use existing infrastructure
- Twinning phone with cell for mobile workforce

## Video – Phone – Chat – Contact Center – Files – Email

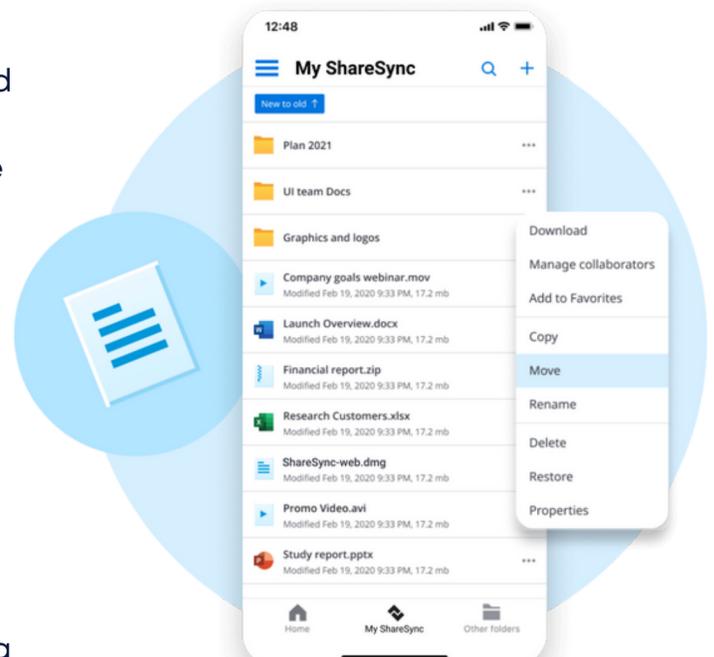
BIZTEL by Intermedia is a fully integrated unified communications solution that keeps employees connected and productive wherever they are. It integrated critical communication tools including Business Phone, Team Chat, Business SMS, Video Conferencing, Screen Sharing, and File Management, into a single, easy-to-use, cost-effective platform. It can be equipped for Desktop Devices, PC/MAC, Mobile Phones, and Microsoft Teams.

- **Desk Phone** – Pre-configured phones connect to the feature-rich Unite service wherever they're plugged in.
- **PC/MAC** – The BIZTEL Desktop App allows users to place calls, chat, host or join a video conference, and share files right from their Mac or PC.
- **Mobile Devices** – Seamlessly switch your workspace to any Apple or Android smart device with the Unite Mobile App.
- **Integrate with Contact Center** – Drive even more employee productivity and a better customer experience by accessing advanced call features integrated in Unite.

## Communicate how you want, wherever you are

*Work securely, productively, and efficiently from anywhere while building stronger customer relationships.*

- **Business Phone** – Stay connected no matter where your office is. 90+ features, including HD voice & unlimited domestic calling (Canada, US and PR).
- **Video Conferencing** – Securely engage with your customers from wherever with 720p HD audio/ video, screen sharing, and interactive presentation tools.
- **Team Chat** – Break away from your inbox. Communicate with coworkers in real-time with individual and team chat.
- **File Management** – Share and collaborate on files securely from any location. Full file management including real-time backup and restore.



## Features that Maximize Efficiency and Control

- **Auto Attendant** – Connect customers to the right person right away. Automatic greetings along with fast and efficient call routing based on your business hours.
- **Hunt Groups** – Ensure customers reach your people quickly and efficiently. Route incoming calls to specific teams who share responsibility for answering them.
- **Presence** – Know the real-time working status of your teammates. Real-time notifications such as Available, Unavailable, Busy, and more.
- **Integrations** – Build greater efficiency into customer interactions. Integrate voice, video, messaging and contact center functionalities.

## Intuitive, Informative, with Industry-leading Support

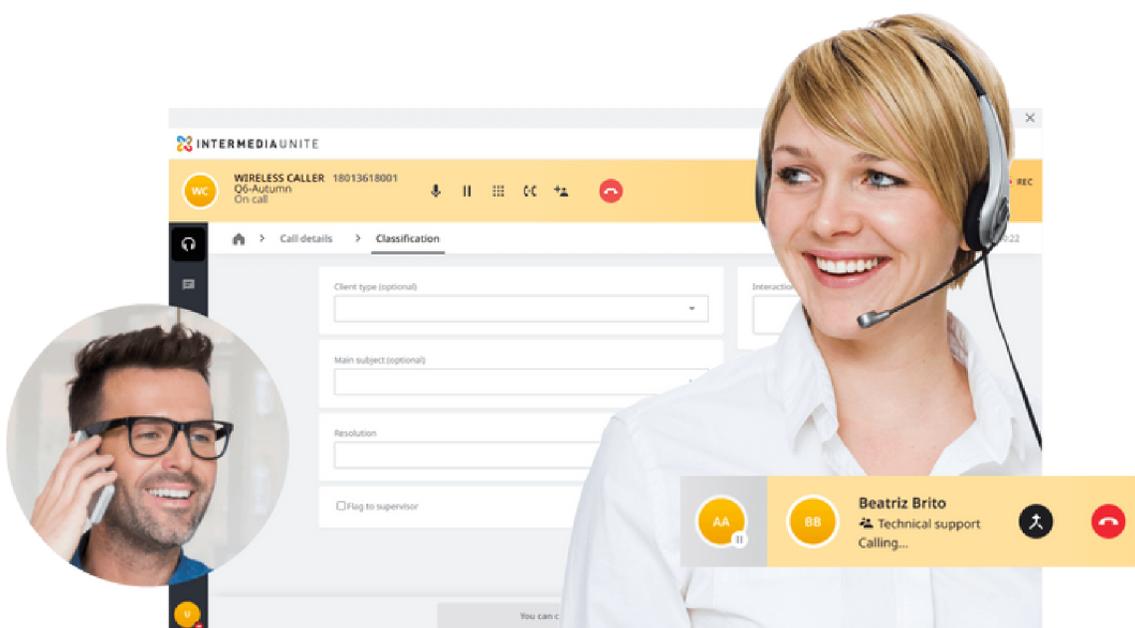
- **Administration** – Sophisticated tools to onboard, customize, and manage users, services, and devices from a single easy-to-use portal.
- **Analytics** – Actionable insights to inform administrator decisions. Gain insights on employee and system quality performance with real-time.
- **Support** – 99.999% service reliability backed by SLAs and our 24/7 J.D. Power-certified\* technical support, with experts available via phone or chat.
- **Secure** – Guard your calls and data with Intermedia's secure technology, industry compliancy standards, and privacy policies.

*\* Recognized for providing "An Outstanding Customer Service Experience" in Assisted Technical Support.*



## BIZTEL, the perfect complement to Microsoft Teams

- **Powerful Phone System** – Seamlessly add award-winning cloud voice to Teams and get the features, reliability and flexibility your business needs.
- **Integration Your Way** – Works side-by-side with Teams or directly within the native Teams interface to complement your Teams communications experience.
- **Advanced Features** – Unite includes the advanced features your business needs to ensure your customers can communicate with your company however and whenever they need.
- **Trusted Microsoft Partner** – Intermedia is the only Unified Communications provider who offers and supports a full range of Microsoft services.



## Easy & Worry Free

- **Easy to Use** – Intuitive communication tools make employee-customer interactions effective from anywhere.
- **Easy to Manage** – Online tools make user and device management simple for remote admins.
- **Easy to Set Up** – Deploys 100% remotely for any worker in any location with a simple internet connection.
- **Easy to Buy** – Affordable pricing, scalable to any business of any size with no contracts.