Astound
Business Solutions

Powerful, Cost-effective Communications for the Future of your Business.

In the fast pace of business, you need to be mobile, nimble, and responsive to customers while fostering collaboration among your colleagues. Customer interaction with your company can be the difference between success and failure. However, many struggle with the challenges of improving overall communications and business efficiencies while battling restrictive budgets and facing limited technical competencies. Can you support the needs of today's workers with yesterday's technology?

Astound Business Solutions Hosted Voice (a UCaaS Solution), is a fully managed cloud-based solution that is delivered over our fiber-rich network and offers advanced unified communications customized to fit your organization's specific needs. It offers intuitive features that help improve productivity while providing flexible, cost-effective pay-as-you-go features to fit any budget. Our Hosted Voice solution is completely scalable with unlimited nationwide calling, predictable monthly costs, and offers easily customized call and administration tools.

Key Benefits and Results:

Reduced Costs
Our OPEX vs. CAPEX model is a less expensive solution than on premise solutions.

Reliability
Our fiber-rich network ensures improved reliability and disaster recovery ability.

Fully Hosted Solution
Rest easy knowing our team of experts are managing your phones with 24/7/365 local support.

Scalability and Flexibility
You may easily add phones for quick growth when necessary.

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Three great packages: Essential, Express and Premium

Select the perfect one for your business.

Why Choose Astound Business Solutions:

We are a national fiber solutions provider dedicated to delivering reliable and secure connectivity to mission-critical applications, along with best-in-class support. We're in eight of the top 10 metro markets throughout the United States. With over 30,000 route miles servicing more than 14,000 on-net buildings, we cover 12 states and more than 20 metro areas to help give you the connectivity solutions you need.

Fiber-Rich Network Delivers Superior Uptime – We operate a sophisticated network with a backbone featuring a smaller node size and robust f0iber capacity.

Award Winning Customer Service – You can rest assured the person on the other end of the support call understands your business, local market, and urgency to solve your concern. We are dedicated to minimizing any impact on your business.

Custom, Robust Solutions – We take a consultative approach by first understanding your distinctive needs to deliver a unique solution designed especially for you.

Speed to Market – Unlike larger competitors, we focus on rapid installations and upgrades, and do not rely on third parties to meet deadlines.

	Essential	Express	Premium
Unlimited Local, Regional and Long Distance	●	●	●
24 x 7 Customer Support	●	●	●
High-Definition (HD) Voice	●	●	●
Multi-Site Support	●	●	●
Phone Handset Required	●	Add-On	Add-On
Voicemail	Add-On	●	●
User Portal and System Administrator Portal	x	●	●
Mobility	x	●	●
Mobile Apps for iOS & Android Softphone for PC & Mac			
Presence & Status	x	●	●
Unlimited Instant Messaging	x	●	●
Unlimited SMS Text Messaging	x	●	●
Voicemail Speech to Text Transcription	x	Add-On	●
On-Demand Call Recording	x	●	●
Call Logs	x	●	●
Media On Hold	x	●	●
Video Conferencing – ConnectNow	x	Add-On (Max 100 Attendees)	25 included (Max 500) Attendees)
Inbound E-Fax	x	Add-On	●
Cloud Contact Center	x	Add-On	Add-On
BUSINESS GROUP FEATURES			
Premium Auto Attendant with Multi-Level Menu	Included for Enterprise Customers		
Audio Conferencing (Participant counts 10, 25, 50, 100)	x	Add-On	Add-On
Additional Attendee Count (25, 100, 200, 300, 500)			
Attendant Console	x	Add-On	Add-On
Call Recording	x	Add-On	Add-On
MLHG (Multi-Line Hunt Group)	x	Add-On	Add-On

Your Local Astound Business Representative is:

Astound Business Solutions

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