

## Hosted PBX System Comparison: Part 1

Manufacturer	AccessLine	Aptela	Bandwidth	Covad	Global Phone
Product	SmartVoice Plus	Aptela Business VoIP	Hosted IP PBX - Enhanced Plan	ClearEdge Pro	Global Tone Premium
<b>Auto Ring Back</b>	No	No	Yes	No	Yes
<b>Branch Office Support</b>	Yes	Yes	Yes	Yes	Yes
<b>Call Center Support</b>	No	Yes	No	No	Included
<b>Call Monitoring</b>	No	Yes	No	No	Yes
<b>Call Queue Management</b>	Yes	Yes	Yes	Yes	Yes
<b>Call Routing</b>	Optional	Yes	Yes	Yes	Yes
<b>Group Call Management</b>	Optional	Yes	Yes	Yes	Yes
<b>Hoteling</b>	Optional	Yes	Yes	Yes	Yes
<b>Integrated Voice Response</b>	Optional	Included	No	Yes	Yes
<b>Integrates with Email</b>	Optional	Yes	Yes	Yes	Yes
<b>IP Fax Support</b>	Optional	Yes	No	Yes	No
<b>Scheduled Call Routing</b>	Optional	Yes	No	Yes	Yes
<b>Telepresence Features</b>	No	Yes	No	Yes	No
<b>Voicemail to Email</b>	Optional	Yes	Yes	Yes	Yes

<b>Ease of Installation</b>	Easy set up and integration with existing infrastructure	A dedicated implementation specialist will work with you to set up your account. Once your account is set up to your specifications, you are trained on how to use it through live Webinars. You also have access to training videos and the Aptela Knowledge Base.	Pre-configured phones, you plug and go	Installation mostly managed by the vendor – web-based management tools	Easy to administer, manage and update from anywhere with an Internet connection.
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<b>Management &amp; Administration</b>	Unified, browser based administration	Completely hosted online account-management and administrative tools, available from anywhere you can access the Internet	Web-based office administration	Straightforward – some management direct from phones, rest of management and administration from clean web interface	Basic web-based administration and management
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<b>Phone Support</b>	Works with analog and digital phones	Free phone support for preconfigured Polycom devices purchased through Aptela. Support is also available for any SIP-compliant phones.	Cisco, Polycom, Thompson, and a few more	Cisco, Polycom, Toshiba, Swissvoice IP Phones, and analog phones	analog phone (no LCD support possible), Cisco IP phones, and Polycom IP phones
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<b>Security</b>	Encrypted VoIP: strong Phone Authentication: strong Management Security: strong	Inter-application security and redundancies	Standard VoIP encryption	Based on Covad's network and Cisco equipment – good security overall.	Calls routed over private network
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<b>Documentation/Support</b>	Excellent customer satisfaction ratings	Searchable online help and documentation index, extensive online knowledge base, training videos, live Webinars and email/phone support.	Training manuals and 24/7 support	Product documentation, phone support	Printed, online and call-in service included
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<b>Pricing Per User</b>	Starts at approx. \$40 per month – for over ten users rapidly drops to \$20 per month	As low as \$24.50 per user per month for bundled plans. As low as \$34.99 for unlimited plans.	Approx \$40 per user per month	\$40 to \$50 per user	\$34.75 per month per phone plus some hardware setup and broadband costs
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<b>VoIP-News Comments</b>	AccessLine is a good option for small businesses that want low costs and don't require the most advanced features	Lower cost plan with straightforward options – supports existing analog phones with additional ATAs	Low cost plan with three tiers ranging from a small feature set to a robust feature set – features and price quoted are for enhanced package. No support for existing phones	Medium range hosted plan from established vendor – supports existing phones – options for smaller companies as well	Low cost plan with good feature set and support for existing phones
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\* All systems include automated attendant, call forwarding, call holds, call menus, call parking, call transfer, conference calling, managing extensions, user directory, voicemail and voice mailboxes, and web-based management and administration.

## Hosted PBX System Comparison: Part 2

Manufacturer	M5	Packet 8	Speakeasy	Smoothstone	Vocalocity
<b>Product</b>	<b>Voice as Service</b>	<b>Unlimited Extension Plus</b>	<b>Business VoIP EasyVoice Global</b>	<b>Smoothstone COMPLETE</b>	<b>Unlimited Nationwide</b>
<b>Features</b>					
<b>Auto Ring Back</b>	No	No	No	No	No
<b>Branch Office Support</b>	Yes	Yes	Yes	Yes	Yes
<b>Call Center Support</b>	Yes	Optional add-on	Optional add-on	Yes	No
<b>Call Monitoring</b>	Yes	Optional add-on	Optional add-on	Yes	No
<b>Call Queue Management</b>	Yes	Optional add-on	Optional add-on	Yes	Yes
<b>Call Routing</b>	Yes	Yes	Optional add-on	Yes	Yes
<b>Group Call Management</b>	Yes	Yes	Optional add-on	Yes	Yes
<b>Hoteling</b>	Yes	No	Yes	Yes	No
<b>Integrated Voice Response</b>	Yes	Yes	Optional add-on	Yes	No
<b>Integrates with Email</b>	Yes	Yes	Yes	Yes	Yes
<b>IP Fax Support</b>	Yes	Yes	No	Yes	Yes
<b>Scheduled Call Routing</b>	Yes	Yes	Optional add-on	Yes	AA night mode; yes
<b>Telepresence Features</b>	Yes	No	No	Yes	No
<b>Voicemail to Email</b>	Yes	Yes	Yes	Yes	Yes
<b>Ease of Installation</b>	Installation is seamlessly handled by M5's Active Service Management team of trained experts who provide custom configuration and training.	Subscribers only need to connect the phones and do an online configuration.	Installation mostly managed by the vendor – web-based management tools	Installation totally managed by vendor. Web-based tools for management.	Installation totally managed by vendor. Web-based tools for management. Extremely simple.
<b>Management &amp; Administration</b>	M5 Service Portal allows 24/7 system administration including modifications of contact lists, directories, and passwords. Users can also access online billing tools and system documentation.	Web-based tools for three levels of management and administration	Basic web-based administration and management	Web-based network monitoring, management and control system.	Fully managed by vendor and provides web-based network monitoring, management and control system.
<b>Phone Support</b>	M5 is compatible with Cisco IP Phones.	All plans include one adapter and business class phone. Supports Packet 8, GN Netcom, Duet, and other phones and headsets.	Supports Cisco phones and will begin to support LG phones	Supports all IP phones - plus can provide IP trunking to on-premise IP and TDM phone systems	Supports all IP phones
<b>Security</b>	Equipment is housed in multiple carrier-grade facilities, with the same state-of-the-art safety features protecting the best networks in the world.	Standard VoIP encryption	All phones are SIP phones. Edge device is ICSA-certified and sits on customer's LAN. Calls not routed over the public Internet	Calls routed over private, nationwide network. Uses Cisco equipment. Optional: SPAM and Virus filtering, managed firewall, email content management	Standard VoIP encryption
<b>Documentation/Support</b>	Maintenance, support, changes and upgrades included. 95% of support requests resolved within 24 hours. 95% of customers would confidently refer M5 to other businesses.	Printed, online and call-in service included	Product Documentation, reference cards, web and classroom based training, account manager and tech contact.	Printed, online and call-in service included	Printed, online and call-in service included
<b>Pricing Per User</b>	\$60/month; \$75 one-time + cost of phone	\$39 per user per month plus activation costs	\$54.95 per user per month	\$32-\$50 per user plus network access / broadband costs	\$39.95 per user plus cost of phones if you don't already have IP phones.
<b>VoIP-News Comments</b>	Very good customer word-of-mouth service with a respectable range of features and competitive pricing.	Very low cost plan but with lesser range of features than other plans.	Solid support, good reliability, does not support existing phones	Totally managed solution aimed at medium-sized enterprises. Good service levels and uptime.	Very simple and straightforward solution that does not offer advanced features but in return offers an extremely easy-to-learn and -use system.

For more information see the VoIP News [Solutions For Service Providers Center](#).