

PRIVATE CLOUD EXCHANGE (PCX)[®]

PCX[®] ELEMENTS

PHONE SERVICE

Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime.

Each user receives a local phone number with unique extension, inbound/outbound caller ID, voicemail, and voicemail to email notification.

User configuration changes can be managed from a web portal.

SECURE VOICE GATEWAY

PCX[®] service includes a network interface device that resides at the customer premise. This gateway ensures secure connectivity to the Edge data centers and allows the connection to seamlessly traverse the customer network regardless of the customer's existing equipment. Conversely, most competitor's phones operate only behind their approved firewalls.

PROFESSIONAL SUPPORT

Unlike other hosted voice services, Edge PCX[®] is fully supported by our 24x7 Network Operations Center professionals.

TELEPHONES

Phones and gateway are pre-configured and delivered to plug and play; no special setup or technician required.

PCX[®] service can utilize Polycom, Yealink, Panasonic, and other high quality manufacturers' phones.

SOFT CLIENTS

PCX[®] service can be utilized via computers and smartphones.

OVERVIEW

PCX[®] is Edge's flagship hosted phone service, delivering enterprise-grade calling functionality, quality, and security.

PCX[®] is hosted in Edge's geo-diverse Tier 1 datacenters, where Edge interconnects with all other national voice service carriers. We employ multiple layers of best-in-class network and data security and are independently certified to maintain the highest possible levels of PCI, CPNI, and HIPAA compliance.

Edge employs various carrier-grade fraud-detection capabilities and QOS testing and monitoring tools to maximize security and call quality.

HOSTED PHONE SERVICE COMPARISON

	EDGE	OTHERS
24x7 technical support?	✓	✗
Installation/setup support	✓	✗
Secure Voice Gateway provided?	✓	✗
Ability to securely function without firewall?	✓	✗
Absence of unnecessary, costly unused features?	✓	✗

STANDARD CALLING FEATURES

- 911 Notify
- Auto Answer
- Automated Attendant
- Buddy Lists
- Call Detail Records
- Call Forward- Not Reachable
- Call Forward on Busy
- Call Forward on No Answer
- Call Transfer- Blind
- Call Transfer- Supervised
- Call Waiting
- Caller ID
- Caller ID on Call Waiting
- Caller ID Phone Book
- Conference Bridge
- Dial by Name
- Do Not Disturb
- Enhanced 911
- Find Me Follow Me
- Group Call Pickup
- Inbound Call Blocking
- Music On Hold
- Music On Transfer
- MWI- Stutter Dial Tone
- MWI- Visual Indicator
- Ring Groups
- Shared Voicemail Box
- Simultaneous Ring
- Softphone Compatible
- Speed Dial
- Three-way Calling
- Time of Day Routing
- Trunking
- Voicemail Blast
- Voicemail to Email

