CONTERRA UNIFIED COMMUNICATIONS
END-USER FEATURES

Conterra Unified Communications Features

Conterra's cloud communications platform equips service providers with a comprehensive and expanding suite of end-user features. It's easy to add feature-rich cloud communication services to broadband to deliver the services you expect.

Feature	Description	Standard	Professional
Cymbus UC app	The Cymbus UC app allows users to easily talk, chat, meet and share with contacts and colleagues using their VoIP service. Available on Android, iOS, Windows, and Mac.		✓
CUC Call Recording	CUC users can capture their own calls from any of their devices.		✓
Auto-Attendant	Auto-Attendant enables identification, segmentation, and routing of callers to the most appropriate agent within a team. It's a simple, customizable tool that will increase operational efficiency.	✓	✓
Call Handling	Manage incoming calls efficiently and satisfy callers by choosing how to route calls using a variety of settings.	✓	✓
Call Screening	Choose how to handle unwanted calls from anonymous numbers, toll-free numbers, specific numbers, and other callers.	✓	✓
Caller ID	Identifies an incoming caller by their name and phone number.	✓	✓
Calling Plans	The local and long-distance calling plan(s) assigned to the user which dictate where the user can call and if calls will be rated or use plan minutes.	✓	✓
IP Phone Features	Features that are available on IP phones used with Business Cloud Connecy, including call hold, call transfer, shared lines, speed dial, and more.	✓	✓
Phone Numbers & Dialing	Local and toll-free numbers are available. Local number portability allows users to keep their existing phone numbers.	✓	✓
Public Services	N11 numbers (or codes) that provide quick access to special services based on the caller's location, without an area code.	✓	✓
Reporting	Reports are available to assist you in auditing and analyzing what's on your partition, what you're billing for, telephone numberporting statuses, and more.	✓	✓
Voice Portal	A web portal where end users can manage their voice services, including their Call Handling and Voicemail settings.	✓	✓
Voicemail	Enhanced voicemail allows users to customize their greetings and access their voice messages on their phone, via email, or online.	✓	✓

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Auto-Attendant

Managing inbound calls is a crucial part of how an organization handles everyday business. Auto-attendants enable the identification, segmentation, and routing of callers to the most appropriate agent within your team. It's a simple, effective, and completely customizable tool which will significantly reduce costs and increase efficiency within any company.

Feature	Description	Standard	Professional
Auto-Attendant Builder	Build and review menus, schedules, and call flows in a single interface. As routes are added to the builder, they're arranged in neat rows and columns so you can see how it all fits together. Routes can be easily found, moved around, and connected as it's built.	✓	✓
Call Queueing	Allow calls to a group to enter a queue. It's an easy way to manage large call volumes without increasing operational costs.	✓	✓
Directory Routing	Easily find a user or department at a company by dialing the user's first or last name	✓	✓
Extension Dialing	Allows callers to dial their party's extension while the menu is still playing. After dialing, there is a two second delay before the call is routed.	✓	✓
Failure Routing	Choose what happens if the caller dials an invalid option or fails to dial a selection within a specified time.	✓	✓
Forward to Phone Number	Route calls to an on- or off-net phone number.	✓	✓
Group Log In/Out	Users can dial a star code to log in and out of a group	✓	✓
Group Routing	Route calls to ring a defined list of users either simultaneously or in order. The first user to answer gets the call. If no one answers, the call follows the group's failure route.	✓	✓
Group Night Forwarding	Dial a star code to forward inbound calls to an autoattendant group to a phone number.	✓	✓
Menu Routing	Plays a pre-recorded sound clip (WAV or MP3), typically a readout of the phone menu, and waits for the touch-tone input from the user to determine the next route. Admin users can play and download the audio file from the autoattendant builder in their browser.	✓	✓
Message Routing	Plays a pre-recorded sound clip (WAV or MP3) which was uploaded to the route. Admin users can play and download the file from the auto-attendant builder in their browser.	✓	✓

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Feature	Description	Standard	Professional
Message Play, Delete, and Download	Once an audio file has been uploaded, the user can play, delete, or download the file from the auto-attendant builder.	✓	✓
Prompt Barge-In	Allow callers to interrupt the Intro prompt by dialing an option (DTMF input) before they hear it. Also called "allow interrupt" or "recognize during prompt."	✓	✓
Reference Routing	Redirects the caller to another route in the auto-attendant. For example, if a call is routed to a user but the user doesn't answer, instead of ending the call there so they have to call back, you could reference the Main Menu so the caller can start over.	✓	✓
Schedule Routing	Direct incoming calls to different destinations depending on when they call in, such as business hours, lunch hours, holidays, after-hours, etc. Schedules can be added at any point in the auto-attendant	✓	✓
User Routing	Routes the caller to a specific user's devices or the user's voicemail.	✓	✓
User Group Name in Caller ID	Allows the auto-attendant's group name to be included as part of the caller ID, so the user who receives the call knows where it originated from. Example: Sales Jane Smith	✓	✓
View Only	Open an active auto-attendant to see how it's set up without the risk of making changes to a live call flow. Autoattendants cannot be modified in View Only mode.	✓	✓

Call Handling

Manage incoming calls efficiently using a variety of settings.

Feature	Description	Standard	Professional
Busy Handling	Choose how calls are handled when the line is busy: hear a busy tone, forward, or send to voicemail.	✓	✓
Call Forwarding	Forward calls to another phone number, user, or voicemail box, so you never miss an important call. Call forwarding can be fine-tuned using a variety of settings to forward all calls or calls from specific phone numbers, during a specific time, or only when the line is busy, unanswered, or out of service.	✓	✓

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END-USER FEATURES

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Call Park	Place a call in a virtual parking spot where it will remain on hold until it is retrieved from another phone in the office. Also known as Valet Call Park.	✓	✓
Reference Routing	Transfer a call to another user or phone number. **Attended Transfer.** Speak with the receiving party to bring them up to speed or let the caller know what's going on before completing the transfer. **Blind Transfer.** Transfer a call without speaking with either party. **Transfer to Voicemail.** Transfer a call directly to a user's voicemail box.	✓	✓
Call Waiting	The user hears a tone if another call comes in while they're on an active call. Call waiting can be enabled or disabled for the account, user, or per call.	✓	✓
Directed Call Pickup	Prevent colleagues from missing important calls by answering for users away from their desk or absent. Answer a call ringing at a specific extension by dialing a star code.	✓	✓
Do Not Disturb	Send all incoming calls to voicemail without ringing the phone.	✓	✓
Find Me, Follow Me	Keep your numbers private and never miss an important call by routing your incoming calls to a customizable sequence of phone numbers and/or devices. Calls ring to each destination sequentially.	✓	✓
Music on Hold	Hold music plays when a call is placed on hold, transferred, or call waiting is enabled. Customize the experience for your callers with custom hold music. Configurable per account for a consistent and brandable caller experience.	✓	✓
No Answer Handling	Choose how calls are handled when a call is unanswered: hear a busy tone, forward, ring forever, or send to voicemail.	✓	✓
Out of Service Handling	Choose how calls are handled in the event of a power outage or device failure: hear a busy tone, forward, or send to voicemail.	✓	✓
Paging Groups	A cost-effective, mass communications tool. Configure a set of devices that will receive one-way broadcasts from anyone who dials the group's extension.	✓	✓
Pick-Up Group	Allows incoming calls to be answered by any member in the assigned group by dialing a star code. If more than one extension is ringing on the account, the longest ringing call is answered.	✓	✓

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Feature	Description	Standard	Professional
Ring Groups	Configure calls to ring a defined list of devices simultaneously, in order, or first available. Supports granular time-outs for each device or group.	✓	✓
Schedule Call Routing	Route calls based on the time of day, day of the week, or specific date it was received. Ideal for after-hours and out-of-office call routing.	✓	✓
Simultaneous Ring	Direct calls to ring multiple lines and/or phone numbers at the same time until the call is answered or times out. It enables users to receive their calls wherever they are.	✓	✓

Call Screening

Your privacy and personal time are important and calls from anonymous callers can be annoying and inconvenient. Call screening features allow you to restrict or filter the type of calls you receive before they ring your phone. Call screening preferences can be set in the Admin Portal or via star codes ensuring a consistent user experience across multiple devices.

Feature	Description	Standard	Professional
Anonymous Call Screening	Block calls without caller ID. The caller will hear a busy tone. Also known as Anonymous Call Reject.	✓	✓
Block Callers with Message	Block calls and play a message: **"The number you have dialed is not accepting calls at this time."**	✓	✓
Call Trace	Mark a harassing or threatening phone call in Call History. If necessary, the user must take additional actions to establish a case with their local law enforcement agency.	✓	✓
Custom Call Screening	Choose how calls from specific numbers on the Call Screening list are handled: Allow, Allow with Priority Ring, Block, Block with Message, or Forward.	✓	✓
Distinctive Ring	Set a priority ringtone for incoming calls to a phone number. Choose from 7 ring patterns.	✓	✓
Priority Ring	Set a priority ringtone for incoming calls based on the user's call screening list. Choose from 7 ring patterns.	✓	✓
Toll-Free Call Screening	Choose how calls from toll-free callers are handled: Allow, Allow with Priority Ring, Block, Block with Message, or Forward.	✓	✓

Caller ID

Caller ID identifies an incoming caller by their name and phone number. Caller ID is assigned to each phone number extension or on an account level. Any phone number assigned to an account can be used as caller ID. Users can control when their caller ID information is sent.

Feature	Description	Standard	Professional
Block Caller ID	Prevent caller ID from being sent with calls. Caller ID can be blocked (or unblocked) for all calls from the account or user, or for the next dialed call.	✓	✓
Caller ID Management	Enable or disable caller ID for the user. Either for all calls or only the current call.	✓	✓
Caller ID to Set Top Box	Allows caller ID to be forwarded to TVs enabled with cable set top boxes.	✓	✓
Calling Line ID Delivery	The caller's name (CNAM) is displayed on the device of the called party. **Internal.** The name and extension displayed on the called party's device for calls within the same account (extension-to-extension dialing). **External.** The name and phone number displayed on the called party's device for off-net calls.	✓	✓
Shared Call Appearance	Create a consistent customer experience by sending the same caller ID with calls from multiple devices or locations.	✓	✓
Vanity Caller ID	Caller ID name does not need to match the end user or company name and the contents are only limited by the characters used. This allows you to create a brand, establish an identity, and leave a lasting customer impression.	✓	✓

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Calling Plans

The calling plan(s) assigned to the user dictates where that user can call and if calls will be rated or use plan minutes. Multiple calling plans can be assigned to a user, and the most permissive settings will apply, meaning a call will go through if any of their calling plans allows it. A call will be blocked if the location is blocked in all the user's calling plans.

Feature	Description	Standard	Professional
900/976 Call Blocking	Restricts access to pay-per-call services that begin with the area code 900/976.	✓	✓
Account Calling Plans	If applied, allows all extensions on the account to share a pool of minutes.	✓	✓
Dialing Restrictions	Block calls to destinations outside the calling plan footprint, or if they exceed the allotted minutes.	✓	✓
Local Calling	Overrides Conterra's standard definition of local calling area allowing for a larger local calling area where calls are unrated; can be defined to NPA-XXX level.	✓	✓
Metered (Per Minute)	Per-minute calling plans limit calling to a number of minutes in a specified footprint.	✓	✓
Unmetered	Unlimited local and long distance calling to defined geographies, subject to fair use provisions.	✓	✓

End-User Portal

End users can manage their voice services on line in the end use portal, also known as the Voice Portal.

Feature	Description	Standard	Professional
Branding	The Voice Portal and system-generated emails can be custom-branded with your logo and colors to better reflect your corporate identity and project a more polished image.	✓	✓
End User Access	Admin users can view and manage their own settings and the settings for other users on the account. End users can update their own call handling, call screening, and voicemail settings.	✓	✓
Call Features	End users can modify call screening, call handling, and adjust their caller ID information.	✓	✓
Call History	End users can view inbound and outbound calls with city, time stamp and duration. Users can also filter by call handling results for inbound calls	✓	✓

Calling Plans

The calling plan(s) assigned to the user dictates where that user can call and if calls will be rated or use plan minutes. Multiple calling plans can be assigned to a user, and the most permissive settings will apply, meaning a call will go through if any of their calling plans allows it. A call will be blocked if the location is blocked in all the user's calling plans.

Feature	Description	Standard	Professional
Language Support	The portal can be displayed in English or French.	✓	✓
User Password Management	Users who have an email address on their profile can manage their password without contacting their service provider.	✓	✓
Visual Voicemail	End users have access to their voicemail box to play and delete messages and modify their voicemail-to-email settings.	✓	✓

Enhanced 911

Feature	Description	Standard	Professional
Direct-Dial 911	All devices configured and provisioned by Conterra will dial emergency services directly when either "911" or "9911" is dialed.	✓	✓
E911 Multi-Device Support	The 911 callback number and address are configured independently for each device line, even if they are tied to the same user and phone number. Additionally, if the devices are all in the same location, the same E911 address can be assigned to multiple devices.	✓	✓
Emergency Location	The physical address assigned to a phone number allows emergency services to precisely identify a caller's location, so emergency responders know exactly where to go.	✓	✓
Emergency Notification System	When a 911 call is made from a device on the account, an email and/or SMS notification is sent to an on-site location (like a front desk or security office), so they can prepare for the arrival of first responders.	✓	✓

IP Phone Features

The following features are available on devices that support them.

Feature	Description	Standard	Professional
BLF with Presence	Busy Lamp Field (BLF) is a light on the IP phone line which indicates the line's status or presence. Users can assign their extra device lines to other users to see whether the line is available, busy, or ringing. Lines assigned to Presence/BLF will also enable speed dialing between users.	✓	✓
Bulk Line Configuration	Import a CSV file to quickly set up the lines on an IP phone or export a CSV file to download the current line configuration.	✓	✓
Call Hold	Pause your conversation so that the caller cannot hear you. While a call is on hold, the caller will hear hold music.	✓	✓
Conference Calls	Three-way calling allows a caller to bring two additional parties to the same call for enhanced collaboration and communication.	✓	✓
Dial from History	Select a call from the dialed, missed, and received calls lists to redial the contact.	✓	✓
Directory	A phone book which contains all account users. It is synced on all devices so each user can look up a colleague for one-touch dialing.	✓	✓
Language Support	Audio prompts and LCD displays on the device are available in English or French.	✓	✓
Message Waiting Indicator (MWI)	The message waiting indicator (MWI) is a light on the device which notifies the user when they have a new voicemail message waiting to be retrieved. Once the message has been listened to, saved, or deleted the message, the MWI will turn off.	✓	✓
Paging	Make one-way announcements to one or more devices on your account. All phones that are not in use will use the speakerphone to play the message. This allows users to send a voice a message to the company without disturbing the lobby or other areas.	✓	✓
Redial	Press a button on the device to redial the last number in the call history.	✓	✓
Secure Calling	Protect your customers by utilizing transport layer security (TLS) to establish a secure, encrypted connection between SIP devices and Conterra's network. Optional.	✓	✓
Shared Lines	Two lines, or end users, can control a single device and have their calls ring to a line reserved specifically for each user. Users can monitor the status of the other extension from their phone display. Also known as Shared Line Appearance.	✓	✓

UPDATED APRIL 2024

Feature	Description	Standard	Professional
Softphone Support	In addition to the Conterra UC app, third-party softphones can be used on the platform. Softphones use the same number, caller ID, calling plan, and settings as traditional phones; however, some features may be unsupported.	✓	✓
Speed Dial	Device lines can be configured for one-touch dialing of star codes, users on the same account, and external numbers.	✓	✓
Video Call Support	Calls with video can be placed between two supported devices on the same account.	✓	✓

Phone Numbers & Dialing

Feature	Description	Standard	Professional
Direct Inward Dialing (DID)	Phone numbers that ring to phones. Local numbers can be assigned to an account from any supported rate center independent of physical location.	✓	✓
Directory Listing	Listing and privacy options are controlled by the service provider upon phone number creation with support for 411 listing, phone book listing or complete privacy.	✓	✓
Extension Dialing	Place a call to another extension on the same account. Extensions are 3–6 digits long.	✓	✓
Last Call Return	Dials the last caller ID number that rang the line, regardless of whether the call was answered. It does not redial the last outbound call.	✓	✓
Local Number Portability	Allows end users to keep their existing phone numbers (where supported).	✓	✓
Local Numbers	Local numbers are available in the US and Canada.	✓	✓
Localized Dialing	7- or 11-digit dialing and other localized rules are available to the caller based on the configured location of their device.	✓	✓
Multiple Appearance Directory Numbers (MADN)	One phone number can be assigned to ring multiple devices.	✓	✓
Toll-Free Numbers	Toll-free numbers are treated as any other phone number, but inbound calls are billed to the owner of the number. Toll-free numbers are available in the US and Canada.	✓	✓
Virtual Numbers	Additional international or domestic numbers can be added to accounts to provide a local presence and dialing experience for callers.	✓	✓

US. Virtual numbers are available in the US. These numbers can be called from local users as a local call and provide a local presence.

International. Virtual numbers are available in many countries. These numbers can be called from local users in each country to create a virtual local presence.

CONTERRA UNIFIED COMMUNICATIONS
END-USER FEATURES

Public Services

Established by the North American Numbering Plan (NANP), N11 numbers (or codes) provide quick access to special services based on the caller's location, without the need for an area code. Below is a summary of N11 services supported by Conterra, which are set up on each partition by default.

#	Feature	Description	Standard	Professional
211	Essential Community Services	Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit www.211.org for information about 211 services in your area.	✓	✓
411	Directory Assistance	Phone service used to look up a published telephone number and/or address listing. (Not on Bandwidth)	✓	✓
511	Traveler Information (US)	Local hotline for real-time information regarding traffic and road conditions for travelers and commuters. Not available in all states.	✓	✓
611	Customer Service	Dials the customer service number set up in your partition.	✓	✓
711	Telecommunications Relay Service	Allows end users to keep their existing phone numbers (where supported).	✓	✓
811	Utility Location Services (US)	"Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.	✓	✓
811	Canadian Health Services (CA)	Call to speak to a health care professional about medical advice, mental health, healthy eating, and more.	✓	✓
911	Emergency Services	E-911 services in the United States and Canada are provided. Calls to 911 will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.	✓	✓
933	Emergency Services Verification	Calls to 933 are sent to the caller's emergency services provider, who will then connect the call to their automated 911 verification service. The service will play back the dialing phone number and the address associated with it.	✓	✓
988	National Suicide Prevention Hotline	Callers will be connected with a trained crisis counselor who will listen, offer support, and get them the help they need.	✓	✓

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Reporting

Reports are available to assist you in auditing and analyzing what's on your partition, what you're billing for, telephone number porting statuses, and more. Download as CSV.

Feature	Description	Standard	Professional
Accounts	An overview about the setup of every account which details the number of Standard, Advanced, and Professional BCC users on the partition.	✓	✓
Business Lines	Phone numbers can receive both phone calls and faxes. Faxes are received by the voicemail box and are forwarded to the email address entered in the *Forward Voicemail to Email* settings. Also known as Fax to Email.	✓	✓
Device Registration	Allows you to see in near real-time which devices are registered and which are not, so you can be more proactive in re-establishing service for customers after network issues.	✓	✓
Device	Specific details about every device on the partition.	✓	✓
Emergency Notifications Compliance	This report is specific to the Emergency Notification System feature. It identifies the configuration status and notification recipients for each account on the partition.	✓	✓
Microsoft Teams Licensing	A detailed overview of the usage and billing of the Conterra for Microsoft Teams integration linked to the account for a specific calendar month.	✓	✓
Phone Numbers	Details about all the phone numbers on the account.	✓	✓
Specialty Lines	Details about every Specialty Line set up in the Conterra Admin Portal.	✓	✓
Users	Details about every end user on the partition, including their feature plan, caller ID number, calling plans, extension, voicemail box, and more.	✓	✓
vFax Lines	Details about the Virtual Fax lines on the partition.	✓	✓

Virtual Fax

Dedicated and Outbound Virtual Fax are add-on services (additional costs apply). One license can be shared by both services or used separately.

Feature	Description	Standard	Professional
Dedicated Virtual Fax	A phone number is assigned directly to a Virtual Fax box which forwards incoming faxes to one or more email addresses as a PDF. Inbound only.	✓	✓

UPDATED APRIL 2024

CONTERRA UNIFIED COMMUNICATIONS
END-USER FEATURES

Feature	Description	Standard	Professional
Shared Virtual Fax	Phone numbers can receive both phone calls and faxes. Faxes are received by the voicemail box and are forwarded to the email address as entered in the Forward Voicemail to Email settings. Also known as Fax to Email. Inbound only.	✓	✓
Outbound Virtual Fax	Enables end users to send faxes right from their email accounts.	✓	✓
Virtual Fax Support	Faxes can be received by a fax machine connected to an ATA.	✓	✓

Voicemail

Feature	Description	Standard	Professional
Access on Connectivity Failure	In the event of a power outage, internet access issue, or device failure, calls will still ring through to voicemail. Other call handling rules will continue to function as configured.	✓	✓
Message Waiting Indicator (MWI)	When a voicemail box has new messages, the message waiting indicator will activate on the device. Once the message has been listened to, saved, or deleted the message, the MWI will turn off.	✓	✓
Multiple Greetings	Users can upload their own voicemail greetings and personal name recording for busy and no answer scenarios. Accepted files: WAVE, MP3, and OGG files less than 10MB.	✓	✓
Shared Voicemail	A single voicemail box can be shared by group of users. Settings apply to the box and not the user. Great for departments and hunt groups.	✓	✓
Time Stamp	Voicemail messages report the time of day and the phone number that left the message.	✓	✓
Voicemail Local Access	Access voicemails from a line assigned to the voicemail box or by dialing a star code from a phone connected to the account.	✓	✓
Voicemail Transcription	Voicemail messages are transcribed and sent to one or more email addresses. If Forward Voicemail to Email is enabled, an MP3 recording will be attached. (English only)	✓	✓

Conterra UC App in Conjunction With Cymbus

Take communications anywhere, using any Business Cloud Connect device. The Conterra UC app allows users to easily talk, chat, meet and share with contacts and colleagues using their VoIP service. Available on Android, iOS, Windows, and Mac. **Included in the Advanced and Professional feature plans.**

Feature	Description	Standard	Professional
Devices Supported	Users can be logged in to 10 devices at a time.		✓
Audio Calls	Make and receive calls to and from company contacts and external phone numbers.		✓
Call Continuity	Start a call on one device, then dial a star code to silently transfer it to another device.		✓
Call History Sync	Call history includes all incoming and outgoing calls from any of your BCC devices, including the Conterra UC desktop app, mobile app, and traditional desk phones.		✓
Call Transfer	Attended and blind transfer capabilities ensure you can easily route calls to the right person.		✓
Click to Dial	Click a contact in your Company, Personal, or Favorites list to dial.		✓
Conference Call (3-Way)	Add a participant to an existing call to create a conference with up to 3 total participants.		✓
Contact Management	Easily add or remove individual contacts from the Personal or Favorites lists.		✓
CRM Web Launch	Automatically launch a customer's profile in a pre-configured web-based CRM tool when they call in. Supported CRMs include HubSpot, Salesforce, Zendesk, and Zoho. Desktop only.		✓
Custom Status Message	Add a custom message to your presence status.		✓
Device Provisioning	Conterra UC app is provisioned remotely for a hands-off IT experience.		✓
E911	In compliance with legal requirements, the desktop app will prompt users to update their emergency contact information upon login.		✓
Hold & Resume	Mute, hold, resume, and transfer calls to internal or external parties easily.		✓
Light & Dark Modes	Switch the app's color theme to either light or dark mode based on user preference.		✓

UPDATED APRIL 2024

Feature	Description	Standard	Professional
Guest Attendance	Guests are prompted to install the app and join a meeting using a meeting URL.		✓
Messaging	1:1 messaging and group chats in one place. Message history is synced between devices.		✓
Mute	Mute or unmute yourself during a call or meeting.		✓
Notification Badges	A red icon badge is displayed in the Calls tab, desktop taskbar, and mobile app when a new voicemail message is available. The number on the badge includes new voicemail messages and missed calls.		✓
Presence	Identify when other users in your company are *Active, On the Phone, or Inactive.*		✓
Push Service	Receive critical incoming calls when the app is running in the background.		✓
Troubleshooting	Easily check your headset, speakers, and video camera quality settings.		✓
Visual Voicemail	Listen to and manage voicemails in the app — no need for star codes or PINs.		✓

Contacts

Feature	Description	Standard	Professional
Company Contact List	Displays all company contacts within the same account in one list.	✓	✓
Contact Initials Avatar	An avatar is created for each contact using their initials.	✓	✓
Favorite Contact List	Add contacts to a Favorites list for quick access.	✓	✓
Mobile Device Contacts	Import contacts from your mobile device to the Personal contact list.	✓	✓
Personal Contacts List	Create and save non-BCC contacts in addition to company contacts.	✓	✓

Messaging

Feature	Description	Standard	Professional
1:1 Messaging	Send a private message to any company contact.		✓
Messaging Continuity	If the network connection is unavailable, you can view all messages retrieved since you last logged in and compose outgoing messages on threads you're already a part of. Pending messages are saved as drafts and can be sent once network connectivity is restored. Timestamps will reflect the actual sent times.		✓
Messaging Sync	1:1 and group chat messages are synced between apps, so you can start a conversation on one device and continue it on another.		✓
Private Channels	Communicate with company contacts in channels that require a direct invite to access.		✓
Public Channels	Communicate with company contacts in channels available to internal users.		✓
Push Notifications	Get a notification when a new 1:1 or group message is received.		✓
Time Stamps	Each message displays the time (00:00 AM/PM) it was received.		✓
Typing Indicator	See when another user is typing a message in the chat window.		✓

Modern Messaging

Feature	Description	Standard	Professional
Group Chat	Send, edit, and delete recent messages in an active meeting's group chat.		✓
Host Controls	The meeting host can mute themselves and others, turn noise suppression on/off, view webcam settings, and configure the video layout.		✓
Join Meeting via ID	Use a meeting ID to join a meeting including video and settings preview before connecting.		✓

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CONTERRA UNIFIED COMMUNICATIONS
END-USER FEATURES

Feature	Description	Standard	Professional
Meeting Notifications	Receive invite notifications and reminders when scheduled meetings have started.		✓
Meeting PIN	Assign a PIN to scheduled meetings to restrict attendees and protect privacy.		✓
Meeting Preferences	Before joining a meeting, you can see your video preview (hair check!), choose whether to blur the background, toggle video on or off, test and mute/unmute audio, and select your input and output devices.		✓
Noise Suppression	Participants can reduce the background noise in their audio feed.		✓
PSTN Dial-In	Dial into a meeting using PSTN.		✓
Schedule Meetings	Schedule a meeting within the Conterra UC app. Available to users on the BCC Professional package only.		✓
Screen Sharing	Collaborate in real-time with both BCC and non-BCC users. Share your screen on-demand, one-on-one, or with multiple people in a virtual meeting room or a dedicated collab session.		✓
Video Bandwidth Scaling	Meetings automatically adjust video quality based on participants' internet connections, ensuring that all users have a smooth and uninterrupted meeting experience.		✓
Video Collaboration	Support up to 250 participants for video, audio, and screen sharing with robust host controls and external guest access. The first 25 participants are displayed in grid mode; other participants can be seen in focus while speaking.		✓
Video Layout Control	Users can change the layout of the video tile arrangement based on preference.		✓
View Upcoming Meetings	See all scheduled upcoming and recent meetings in one view.		✓
Waiting Room	When enabled, participants will be in the waiting room until the host admits their entry.		✓
Web Client	Schedule meetings with a web-based link that prompts users to join from their browser.		✓
Whiteboard	Create and collaborate on a whiteboard while in a meeting. Draw and sketch in real time on a digital board, allowing participants to visually illustrate ideas, concepts, or discussions.		✓

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CUC Call Recording

Conterra Unified Communications users with an Advanced or Professional feature plan can capture their own calls from any of their devices while ensuring compliance with call recording laws and regulations.

Feature	Description	Standard	Professional
Automated Call Recording	Automatically record all voice calls to and from a user and save them in a secure cloud database.		✓
Mobile App	Keep all your recordings in the palm of your hand with the Dubber mobile app, available on iOS and Android.		✓
Multi-Language	The Dubber platform supports 13 different languages, including English, French, and Spanish.		✓
Pause & Resume	Pause and resume in-call recording on demand.		✓
Playback	Users can listen to their own recordings in the web portal.		✓
Recorded Voice Announcement	Automatically play a prerecorded announcement to participants that the call is being recorded.		✓
Search Recordings	Search captured content based on metadata associated to a call, including by free text, user, tag, or date range to locate specific recordings. CSPs and end users can also search by designated accounts and individual users they have permission to access.		✓
Share Recordings	Securely share recorded content via a temporary link to the web portal which expires after 24 hours, ensuring recordings cannot be replayed by unauthorized users. The receiver cannot download the recording.		✓
Storage Retention	30-days of cloud-based storage with an easily retrievable database of recordings and customer information.		✓
Support (Online)	Access the Dubber support center and video tutorials for help managing your account.		✓
Tagging	Tag recordings with a word or comment to enable quick filtering or targeted searches.		✓
User Access	Users can view and replay their own recordings in the Dubber web portal and app.		✓
Web Portal	Users can view and replay their own recordings in the Dubber web portal.		✓

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