

CON TERRA

END-USER 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 services to deliver the services your customers expect. Service providers powered by Conterra are deploying the most flexible and profitable voice solutions available.

Auto-Attendant

Auto-attendants enable the identification, segmentation, and routing of callers to the most appropriate agent within your team. Available with Conterra Unified Communications.

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Auto-Attendant Builder (GUI)			✓
Call Queuing			✓
Directory			✓
Extension Dialing			✓
Failure Routing			✓
Forward to Phone Number			✓
Group Log In/Out			✓
Group Night Forwarding			✓
Group Routing			✓
Menu Routing			✓
Message Routing			✓
Prompt Barge-In			✓
Reference Routing			✓
Scheduled Routing			✓
Use Group Name in Caller ID			✓
User Routing			✓
View Only			✓

Call Handling

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Busy Handling	✓		✓
Call Forwarding	✓	✓	✓
Call Waiting	✓		✓
Custom Hold Music	✓		✓
Do Not Disturb			✓
Dynamic Call Capacity		✓	
Find Me, Follow Me			✓
No Answer Handling	✓		✓
Out of Service Handling	✓	✓	✓
Overflow Routing		✓	
Paging Groups			✓
Pick-Up Groups			✓
Registration-based Credentials		✓	
Scheduling			✓
Simultaneous Ring	✓		✓

Call Screening

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Anonymous Call Reject	✓	✓	✓
Block Callers w/ Message	✓	✓	✓
Custom Call Screening	✓	✓	✓
Phone/Web Integration	✓	✓	✓
Priority Ring			✓
Selective Call Acceptance	✓	✓	✓

Caller ID

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Block Caller ID	✓		✓
Calling Line ID Delivery	✓		✓
Shared Call Appearance	✓		✓
Vanity Caller ID Name	✓	✓	✓

Calling Plans

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
900/976 Call Blocking	✓	✓	✓
Account Calling Plans	✓	✓	✓
Dialing Restrictions	✓	✓	✓
Local Calling	✓	✓	✓
Metered (per minute)	✓	✓	✓
Unmetered	✓	✓	✓

Devices

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Shared Devices	✓		✓
Softphone Support			✓
911 Multi-Device Support	✓		✓

Dialing

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
3-Way Conference Calling			✓
Dial from Phone Logs			✓
Direct Inward Dialing	✓	✓	✓
Extension to Extension Dialing		✓	✓
Localized Dialing	✓		✓
Secure Calling	✓	✓	✓

End-User Portal

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Branding		✓	✓
Language Support		✓	✓
Call Features		✓	✓
Call History		✓	✓
End User Access		✓	✓
Voicemail Management		✓	✓

Hunt Groups

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Fixed Forwarding	✓		
Linear Ring Strategy	✓		
Overflow and Failure Forwarding	✓	✓	
Sequential Ring Strategy	✓		
Simultaneous Ring Strategy	✓		
Fixed Forwarding	✓		

IP Phone Features

Feature	Home Phone	Business Lines	SIP Trunking	Conterra Unified Communications
Bulk Line Configuration				✓
Busy Lamp Field (BLF) with Presence				✓
Call Hold	✓	✓		✓
Call Transfer				✓
Directory				✓
Multilingual Interface				✓
Paging				✓
Shared Lines				✓
Speed Dial				✓

Phone Numbers

N11 numbers (or codes) and other three-digit numbers 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.

Number	Feature	Business Lines	SIP Trunking	Conterra Unified Communications
211	Essential Community Services	✓	✓	✓
411	Directory Assistance	✓	✓	✓
511 (US)	Traveler Information	✓	✓	✓
611	Customer Service	✓	✓	✓
711	Telecommunication Relay Service (TRS)	✓	✓	✓
811 (US)	Utility Location Services	✓	✓	✓
811 (CAN)	Canadian Health Services	✓	✓	✓
911	Emergency Services	✓	✓	✓
933	Emergency Services Verification	✓	✓	✓
988	National Suicide Prevention Hotline	✓	✓	✓

Routing

211 and 811 are routed to the local service number, as determined by the address in the calling phone number's customer service record.

Virtual Fax

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Dedicated Inbound Fax *		✓	✓
Fax Support	✓	✓	✓
Fax to Email	✓		✓
Outbound Virtual Fax *			✓
Shared Inbound Fax	✓		✓

* Available as an add-on service (additional costs apply)

Voicemail

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Access on Connectivity Failure	✓		✓
Message Call Back	✓		✓
Message Waiting Indicator (MWI)	✓		✓
Multiple Greetings	✓		✓
Shared Voicemail	✓		✓
Visual Voicemail	✓		✓
Voicemail to Email	✓		✓
Voicemail Local Access	✓		✓
Voicemail Transcription			✓

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	CON TERRA UNIFIED COMMUNICATIONS	
	Standard	Professional
Devices Supported		10
Audio Calls		✓
Call History Sync		✓
Contact Management		✓
CRM Web Launch		✓
Custom Status Message		✓
Light and Dark Modes		✓
Messaging and Chat Rooms		✓
Modern Meetings		✓
Presence		✓
Push Notifications		✓
Screen Sharing		✓
Synced Messaging & Call History		✓
Troubleshooting		✓
Whiteboard Collaboration		✓
Video Collaboration		✓
Visual Voicemail		✓



Interested in the full capabilities of Business Cloud Connect and the Conterra UC app? See the [BCC End-User Features Definitions Guide](#).

Star Codes

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
All Other Callers: Allow	✓		✓
All Other Callers: Block	✓		✓
Anonymous Callers: Allow	✓		✓
Anonymous Callers: Block	✓		✓
Anonymous Callers: Disable Block with Message	✓		✓
Anonymous Callers: Enable Block with Message	✓		✓
Auto-Attendant Group Forwarding			
Call Trace	✓		✓
Custom Callers: Allow	✓		✓
Custom Callers: Block	✓		✓
Custom Callers: Block with Message	✓		✓

Call Forwarding

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Call Forward: All (On/Off)	✓		✓
Call Forward: Busy (On/Off)	✓		✓
Call Forward: No Answer (On/Off)	✓		✓
Call Forward: Out of Service (On/Off)	✓		✓
Forward Call to Voicemail			✓
Hunt Group: Fixed Forward Code	✓		
Hunt Group: Variable Forward Code	✓		

Call Management

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Call Park			✓
Call Park Retrieval			✓
Call Waiting: Disable	✓		✓
Call Waiting: Disable Next Call	✓		✓
Call Waiting: Enable	✓		✓
Caller ID: Block Next Call	✓		✓
Caller ID: Enable Next Call	✓		✓
Caller ID: Manage (On/Off)	✓		✓
Directed Call Pickup			✓
Group Pickup			✓
Last Call Return	✓		✓
Voicemail Management	✓		✓

Call Recording

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
Start Recording	✓		✓
Pause Recording	✓		✓
Resume Recording	✓		✓
Stop Recording	✓		✓

User Call Screening

Feature	Business Lines	SIP Trunking	Conterra Unified Communications
All Other Callers: Allow			✓
All Other Callers: Block			✓
Anonymous Callers: Allow			✓
Anonymous Callers: Block			✓
Anonymous Callers: Disable Block with Message			✓
Anonymous Callers: Enable Block with Message			✓
Custom Callers: Allow			✓
Custom Callers: Block			✓
Custom Callers: Block with Message			✓
Custom Callers: Forward			✓
Do Not Disturb: Disable			✓
Do Not Disturb: Enable			✓