



*It's how we're
wired.*

HOSTED PBX

Crocker Hosted PBX Service is a feature rich, hosted and managed integrated voice and data business communications service that makes businesses more productive and saves money.

Budgetary Benefits

- Lower upfront capital and eliminate ongoing maintenance costs of a premise-based phone system
- Simplify budgeting with predictable expenses for growth and monthly operating costs
- Free site-to-site calling with extension dialing between offices
- Eliminate expensive point-to-point circuits and toll charges

Management Benefits

- Single vendor for providing the management of both the phone system and voice services
- Instantly make moves, adds and changes through any Internet connection with an easy-to-use web portal
- Automatic seamless upgrades of new phone system features
- Centralized management of business with one system providing uniformed dialing plans for all locations

Productivity Benefits

- Seamless work-at-home/telecommuter capabilities with advanced features such as simultaneous ring, remote office and unified messaging
- Unified messaging sends voicemail messages to email and provides access to voicemail from any phone
- Single receptionist or auto attendant for multi-site offices

Reliability Benefits

- Carrier-grade fault tolerant network
- In the event of an emergency, disaster or outage, automatically reroute calls to alternate locations, cell phones, or voicemail
- Off-site storage of critical provisioning and service configuration
- 24/7/365 network monitoring and management

Every company has unique needs; Crocker provides the talent and tools to design a system that will work for you today and grow with your organization tomorrow.

Crocker Hosted PBX supports a wide array of Polycom IP phone options all supporting High-Definition Voice with sleek designs that are simple-to-use.



Polycom 6-Line IP Phone (vvx300)



Polycom 12-Line IP Phone (vvx400)



Polycom SoundStation IP6000

Monthly Service Plans

Hosted PBX User – Basic: Contact sales@crocker.com for pricing

- Call Logs & Reporting
- Call Waiting
- Caller ID
- Call Transfer
- Three-Way Calling
- Unified Messaging / Voicemail
- Call Forward Always
- Call Forward Busy
- Call Forward No Answer
- Call Forward Not Reachable
- Privacy
- Fax Messaging

Hosted PBX User – Standard: Contact sales@crocker.com for pricing

Includes all Basic User features plus:

- Alternate Numbers
- Anonymous Call Rejection
- Authorization Codes (G)
- Busy Lamp Field
- Call Center Standard
- Call Forward Selective
- Call Park / Retrieve (G)
- Call Pickup (G)
- Directed Call Pickup
- Do Not Disturb
- Executive Assistant
- Group Paging (G)
- N-Way Calling
- Priority Alert
- Selective Call Acceptance
- Selective Call Rejection
- Shared Call Appearance
- Speed Dial 8 / 100
- Hoteling Guest
- Instant Group Call (G)

Hosted PBX User – Premium: Contact sales@crocker.com for pricing

Included all Basic & Standard features and Voicemail plus:

- Hoteling Host
- Push-to-Talk
- Receptionist Web Client
- Remote Office
- Sequential Ring
- Simultaneous Ring
- UC-One Connect Desktop
- UC-One Connect Mobile
- Instant Messaging & Presence
- Desktop Sharing
- 1000 Minutes of Local and US48, CA and PR

Auto Attendant: Contact sales@crocker.com for pricing

- Automated Receptionist for Main Number(s)
- Dial-by-Name
- Day/Night/Holiday - Menu Options with Greetings
- Dial-by-Extension

Hunt Group: Contact sales@crocker.com for pricing

- Department/Group Assigned Extension
- Call Routing Options (Simultaneous or Sequential Ring, Ring Idle, etc.)

FLEXIBLE AND BUDGET

FRIENDLY VOICE CONNECTIVITY OPTIONS

Eliminate expensive dedicated voice T1 and PRI connections with Crocker High-Speed Fiber or by bringing your own Internet connection.

Ability to support up-to 50 simultaneous calls using a single Crocker 5 Mb fiber connection!

FLEXIBLE PURCHASE OPTIONS

Monthly rental pricing available. Includes a 3-YR warranty on phones and other voice network equipment.

State Contract ITT-46 Certified

MHEC J04 Certified

E-Rate Certified

JUST BOUGHT A NEW IP PHONE SYSTEM?

Inquire about our SIP Trunking service and let us provide you with the same level of outstanding customer service while cost effectively replacing your phone carrier!

"During our recent conversion of the City of Greenfield's phone system from multiple, diverse premises-based PBX's to a unified town-wide Hosted PBX solution, Crocker's team displayed strong project management and problem solving skills, in particular as it relates to Public Safety's complex call recording requirements. They always responded rapidly and professionally when any issues surfaced."

Fernando Fleuryy

Greenfield Technology Department

Town of Greenfield