

HFNVoice Pro is the business version of HFN’s unique telephone service package. It comes with the newest phone and calling features at a fraction of the cost and without all the hassle and extra charges common with other providers. Changing to HFNVoice is easy and inexpensive; your new service will give you excellent voice quality and the great local technical service and support that you have come to expect from HFN. Our packages come with many great features to meet both your business needs. As a business in the Issaquah Highlands Community, you won’t need a contract and can use the service on a month-to-month basis as long as you are an HFN subscriber. HFNVoice Pro’s unique telephone service can’t be matched by any other provider.

HFNVoice Pro can be interconnected with your existing PBX, or Key System, or to new standalone VoIP business phones. In most cases you can keep your business’s existing local and toll-free phone numbers, or add new ones. Customers switching to HFNVoice Pro Business Phone Service can see savings of up to 40% over their existing monthly telecommunications expenses. The transition is easy — you select the number of phones, the toll-free and local numbers you need, and we take care of the rest.

What Makes HFNVoice Pro Different?

Unique Delivery

- HFNVoice Pro service is delivered on a separate path, or VLAN, than your internet service.
- Because voice traffic is separated from internet bandwidth there is no degradation to either service even when using them to their full potential.

Value

- HFNVoice Pro’s quality and features can’t be matched by any other provider for the same price.
- Plans and optional services are priced to fit your business’s budget.
- HFNVoice Pro service is superior to other services because of its design and integration with the community network.

Community

- As part of the community network every dollar spent on HFNVoice helps pay down the overall costs of the network.
- HFNVoice is part of the core HFN product offering, not an unknown, untested, 3rd party provider.

HFNVoice Business Phone Service Pricing

Service Plans	Set-Up	Monthly	What’s Included
Business Phone	\$25	\$49.95	Active account with all the TrueRing features, one DID (Phone Number), customized voicemail, and extension.
Additional Business Phone	\$10	\$25.00	Additional TrueRing extension and customized voicemail.
Additional Options			
Additional DID (Phone Number)	\$10	\$4.95	Standard phone number to use on an active account.
Business Conferencing Rooms		\$10.00	100 reserved conference rooms with 500 minutes included. Additional minutes charged at 4.9¢ per minute per attendee.
Toll-free DID	\$10	\$4.95	Toll-Free number to use on an active account. Calls are charged 4.9¢ a minute unless a toll-free minute package is purchased.
100 Toll-free Minutes		\$3.90	100 Minutes for inbound calls on active Toll-free DID. Additional minutes charged at 3.9¢ a minute.
500 Toll-free Minutes		\$17.55	500 Minutes for inbound calls on active Toll-free DID. Additional minutes charged at 3.5¢ a minute.
1,000 Toll-free Minutes		\$31.20	1,000 Minutes for inbound calls on active Toll-free DID. Additional minutes charged at 3.1¢ a minute.
2,000 Toll-free Minutes		\$54.60	2,000 Minutes for inbound calls on active Toll-free DID. Additional minutes charged at 2.7¢ a minute.

HFNVoice Features	
Feature	Description
Basic Features of a Class 5 Phone System	HFNVoice Pro is loaded with all the phone features you already know; caller ID, call forwarding, call transfer, call hold, call waiting, 3-way calling, redial, do not disturb, speed dial and hook flash.
Unlimited Free US and Canada Calling	HFNVoice Pro gives you unlimited free calling in the continental United States, Hawaii and Canada.
E911	Local emergency operator assistance.
Choose a local, or nation, DID for your number	HFNVoice Pro provides your choice of local numbers available in over 85% of the top 100 Metropolitan Statistical Areas. With HFNVoice Pro you can use other regions' local numbers, allowing your company to show a local presence by pointed local numbers in other geographical areas to your specific location.
Call Forwarding	Whether you are on the road, at home or on your way to the dentist, HFNVoice Pro's call forwarding option is the best way to forward your phone to any number, anytime.
Consultation Hold	HFNVoice Pro lets you put your call on hold, call a third party or hang up and resume your conversation with the original caller.
Directed Call Pick-up	HFNVoice Pro allows you to answer a call directed at another user, or phone.
Call Barging	HFNVoice Pro allows you to join a call already in progress.
Disable or Enable Caller ID	HFNVoice Pro gives you the ability to enable or disable your outgoing caller ID number.
Monitoring of Employee Call Status	HFNVoice Pro enables a user to monitor the call status (idle, ringing, busy or on the phone) of another user within the company. Requires compatible phone.
On-site Phone Administration or Star Codes	HFNVoice Pro allows you to use the star codes you already know and use. i.e. *67, *69, *82 etc.
Business Conferencing Rooms	HFNVoice Pro makes up to 100 active conference connactions available at any time, with this option, you can give an agent a "Reserved" conference room with the peace of mind that their room will not suddenly become unavailable. Optional service, service set-up and usage incur a charge.
Virtual Faxing to your Email	HFNVoice Pro allows you to direct faxes to an email address of your choice for a specific phone number. These faxes will arrive as attached PDFs in your email in real time. Virtual faxing makes sure you always get that important fax no matter where you are.
Business Voicemail	
Enhanced Voicemail	HFNVoice Pro Voicemail gives you messaging capabilities through phone and internet access. While Voice Messaging gives you the power to customize personal greetings, listen, forward and save or delete your received voice messages.
New Voicemail Notifications	When you pick up your headset a stutter tone will indicate a voice mail is waiting for your review, this is in addition to the visual illuminated indicator on any phone devices capable of this function.
Voicemail to Email	HFNVoice Pro makes it easy to listen to voicemails on the go. Voicemail messages are delivered as a .wav file to any email address you specify. If available, the caller's name and number will be included in the subject line.
Administrative Features	
Auto Attendant	HFNVoice Pro Auto Attendant greets callers and gives them menu options that facilitate routing directly to a person using the dial-by-name or enhanced dial-by-extension option. Auto Attendant is fully managed by your system administrator.
Hunt Groups	With HFNVoice Pro's hunt group routing the system can automatically forward a call to the next number programmed in a sequence you choose. Whether it's a sales call or a phone call from abroad, never miss that important call.
Call Log Reporting	HFNVoice Pro offers a record of all the calls for the entire organization. Access to this CDR data, or log, is available to the account administrator.
Customized Music on Hold	HFNVoice Pro allows you to choose the music your caller hears, as specified by you.
Administrator Web Control Portal	HFNVoice Pro's easy to use web portal allows corporate administrators to manage their call routing features from anywhere on an internet connection.