

Cloud Hosted Business Phone System

At Sunwire, we believe that communication made simple is the ultimate form of sophistication. Our solution is powerful, customizable and easy to use with little up-front investments and equal monthly bills .



What does Sunwire's Cloud Hosted PBX offer?

We provide a fully customizable business phone system:

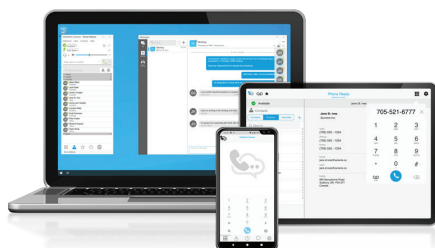
- ✓ SolSwitch Phone Features
- ✓ Unlimited Calling
- ✓ Unlimited Queues
- ✓ Desktop and Mobile Apps
- ✓ Microsoft Teams Integration
- ✓ Softphone Capabilities
- ✓ Group Chats
- ✓ Multi-site Flexibility
- ✓ Administrative Web Portal
- ✓ Vendor-neutral Peripherals
- ✓ Multi-level Auto Attendant
- ✓ Unlimited Extensions
- ✓ Unlimited Voicemail Boxes
- ✓ Text Messaging (SMS)
- ✓ Instant Messaging
- ✓ Video Conferencing
- ✓ Detailed Reporting Tools
- ✓ Headset Compatibility

SolSwitch

The Phone System

The SolSwitch was built from the ground up by Sunwire's team of software developers. We designed an appliance that houses all of a business' telecommunication needs in one device.

The SolSwitch will give you direct and complete control over all of your organization's communication needs. Scalable and robust, the system will grow with your business - so you only pay for what you need.



SolSwitch Connect

The Desktop and Mobile Solution

SolSwitch Connect allows its users to stay connected to the office at all times, and on any desktop (Mac and Windows) and mobile (Android and iOS) device. Call, chat and share like you never left your desk.

SolSwitch Connect is ideal for those who are in and out of the office often, those who work remote and those who must collaborate with co-workers. It's also a popular alternative to the traditional desk phone.

Three Cloud Hosted Phone Plans

We offer communication options that will best serve your organization.

<p>\$17.95 monthly per user</p>	<p>\$19.95 monthly per user</p>	<p>\$24.95 monthly per user</p>
<p>SolSwitch Basic</p> <p>Each user gets phone line access with advanced phone features and calling capabilities.</p> <hr/> <p>SolSwitch Phone System Features + SolSwitch Connect Softphone¹ Supports Microsoft Teams Calling² Basic Auto-Attendant (IVR) Unlimited Users/Extensions Unlimited Voicemails Unlimited Queues Time Rules Instant Messaging Click-to-Call Functionality Music on Hold (royalty free) Administrative Web Portal Multi-Site Flexibility Business Hours Support</p>	<p>SolSwitch Standard</p> <p>Users get the Basic plan plus more features, chat rooms, video calling, unlimited SMS and more!</p> <hr/> <p>Everything in the Basic plan + Supports Microsoft Teams Calling² Video Calling Group Chat Rooms 1,000 Toll-Free Minutes³ Unlimited North America Calling⁴ Unlimited Text Messaging (SMS)⁵ Multi-level Auto Attendant (IVR) Find-Me Follow-Me and Scheduled Routing Fax-to-Email and Voicemail-to-Email Advanced Monitoring & Reporting Tools Microsoft Outlook Integration Open API 24/7 Emergency Support</p>	<p>SolSwitch Premium</p> <p>Everything in Standard plus Meet-Me Rooms, video conferencing, screen sharing and call recording.</p> <hr/> <p>Everything in the Basic and Standard plans + Supports Microsoft Teams Calling On-Demand or Automatic Call Recording⁶ Meet-Me Rooms⁷ Screen Sharing Capabilities Video Conferencing</p>

Build your solution at sunwire.ca and sign up online!

Additional Details	Cost
Telephone Number (DID)	\$2.00/mo.
Toll-Free Number (TFN)	\$2.00/mo.
Toll-Free Minute Rate	3 cents/min.
North America Long Distance Rate*	3 cents/min.

¹ The SolSwitch Connect desktop and mobile solution can be used on up to 4 devices per user. Each app is specific to a user and cannot be shared between users.

² SolSwitch Basic supports Office 365 A5/E5 licenses only. SolSwitch Basic with Office 365 A1/A3/E1/E3 or Microsoft 365 Business Basic/Standard/Premium requires a monthly \$5 licence fee per user. SolSwitch Standard supports Office 365 A1/A3/A5/E1/E3/E5 licenses. SolSwitch Standard with Microsoft 365 Business Basic/Standard/Premium requires a monthly \$5 licence fee per user. SolSwitch Premium is compatible with all licences (Office 365 A1/A3/A5/E1/E3/E5 and Microsoft 365 Business Basic/Standard/Premium).

³ Toll-free minutes are per Sunwire account per month regardless of number of lines or number of users. Additional minutes are available at the rates provided.

⁴ Excludes Alaska, Hawaii, Northwest Territories, Yukon and Nunavut - see Long Distance and International Rates. Must conform with reasonable use policy - see Terms and Conditions for details.

⁵ SMS is subject to availability in the area of the DID (local telephone number). Toll-free Numbers are not enabled for SMS.

⁶ Call recordings are kept for a period of 2 years. Recordings will automatically be purged after 2 years. Additional storage may be purchased.

⁷ SolSwitch Premium Meet-Me Rooms can accommodate twice as many participants as there are system users (# of users x 2). If Meet-Me Rooms use a toll-free number, customers would be billed the toll-free minute rate after the expiration of their initial 1,000 free minutes (if applicable). For larger conferences, see the following options below.



Microsoft Teams Integration

Sunwire is an official Partner of Microsoft

Transform Microsoft Teams into a full phone system with customizable features. With our SolSwitch, organizations that use the Teams platform are able to make and receive phone calls by using the Teams software. Make the most of your Microsoft 365 investment with calls, meetings, video conferences and more!



1. Get Microsoft Teams

Download and install the Microsoft Teams application. Log in from your mobile or desktop device.

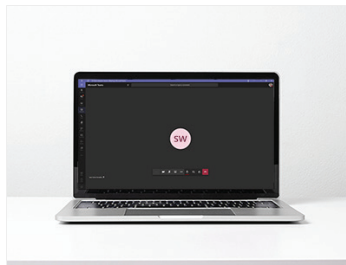
Using the menu's "Calls" tab, access your contacts, dialpad, history or voicemail.



2. Start Calling

Simply place a phone call directly from the Microsoft Teams interface.

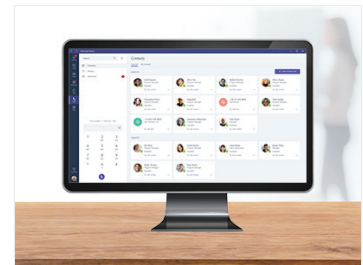
Internal office calls as well as external calls will be routed accordingly by Sunwire's SolSwitch.



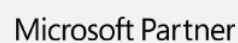
3. Enjoy Advanced Features

All calls can be routed through SolSwitch's advanced phone features.

Use the SolSwitch's auto-attendant, queues, time rules, transfer or call parking functions and other customizable features!



Our Sunwire Partners



The Transition is Easy with our Professional Services

Our team of technicians have the ability to configure and install any equipment Sunwire provides. System, hardware and platform training sessions are also available in group or 1-on-1 sessions. Once equipment is installed and your team is fully trained - Sunwire will continue to maintain and support your services.

Professional Services

Configuration, Installation, System Training and Maintenance & Support Services

Managed IT Services

Managed IT Helpdesk, Managed Cloud Services and System Protection

Cabling Services

Structured Cabling Services and Emergency Repair Services

Conference Room Calling and Phone System Add-Ons

Basic Meet-Me Rooms

Invite up to 50 participants at any time. Participant limits may be increased upon request at no charge when capacity is available. One local or toll-free number is included.

\$10.00/mo.

+ 3 cents/min. per participant

Advanced Meet-Me Rooms

The Advanced Meet-Me Rooms include all of the Basic Meet-Me Room features as well as call recording and storage in the administrative web portal.

\$30.00/mo.

+ 3 cents/min. per participant

SolCast Auto Dialer

Perfect for reminders, appointments or past due notifications. SolCast is a scheduling tool where users enter a list of numbers to contact and play a pre-recorded message.

Call for Pricing

Hotel/Motel Hospitality Add-On

Includes a dashboard which allows front desk workers to enable or disable access to long distance, enable or disable the message waiting light and set wake-up calls.

Call for Pricing

Bundle your phone service with any of our high-speed internet plans!

Sunwire Internet Options

Sunwire Business Internet Services

Keep your organization connected.

At Sunwire, we use a wide range of infrastructure mediums to ensure the fastest and most reliable connection.

Combined with today's most advanced technology, we ensure that your organization has the best quality Internet available.

Internet Services:

- ✓ Fibre Optic Internet
- ✓ Cable Internet
- ✓ DSL Internet
- ✓ Wireless Internet

Dedicated Services:

- ✓ Dedicated Fibre Optic
- ✓ Private Ethernet Circuits
- ✓ Private Voice Circuits