



## CrystalBlue Voice Service™

Compare Whaleback's fully managed voice service to other business telephone systems and services.	Whaleback's Managed Voice Service	Other Telephone Solution
Do you monitor voice quality and service availability on a 24/7 basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you provide a fully redundant IP-based network infrastructure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you provision a dedicated broadband circuit just for voice?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you provide all phones, PBX systems and network devices?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Is the hardware monitored, managed and serviced by your company?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you replace faulty equipment immediately and at no charge?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you provide all software with regular updates and support?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can you detect and correct problems with your service proactively?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will you answer and resolve all support calls from my end users?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will every user get their own dedicated phone number and voice mail box?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your solution emulate the features of my old key telephone system?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you support auto-attendant, directories, paging and music-on-hold?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you offer an integrated and secure IP-fax service for every user?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you provide unified messaging so that all of my voice mail, electronic faxes and email messages will be accessible in one place?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you offer audio and web conferencing as an integrated service?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will remote users who work from home or satellite offices have access to the same features and benefits as users located in the main office location?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can my remote users dial-by-extension to reach any user in any offices?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can I have multiple lines and duplicate extensions for any station?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
In addition to wired handsets, do you also offer wireless and soft phones?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do you provide one bill for all usage, network access, service and support?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does your pricing plan provide a predictable flat rate fee for every user?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can I expand or reduce my service on a phone-by-phone basis?	<input checked="" type="checkbox"/>	<input type="checkbox"/>