



VoIP News Hosted IP PBX System Comparison

Updated Jan 2007

| | AccessLine | Aptela Business VoIP/Hosted PBX | Bandwidth Hosted IP PBX | Covad ClearEdge Pro | Global Phone Global Tone | Packet 8 Virtual Office | Speakeasy Business VoIP |
|---|---|---|---|--|--|--|--|
| Ease of Installation | Easy set up and integration with existing infrastructure | Set-up is web-based and takes only a little over a half hour plus installation of phones, etc. | Pre-configured phones, you plug and go | Installation mostly managed by the vendor – web-based management tools | Easy to administer, manage and update from anywhere with an internet connection. | Subscribers only need to connect the phones and do an online configuration. | Installation mostly managed by the vendor – web-based management tools |
| Features | | | | | | | |
| auto-attendant | optional | included | Optional add-on: \$50 per month | included | included | With Virtual Attendant | Optional add-on |
| voicemail | included | included | Included | included | included | included | included |
| call menus | included | included | Included with auto-attendant | included | included | included | included |
| call hold | included | included | Included | included | included | included | included |
| call parking | included | included | Included | included | included | included | included |
| call forwarding | included | included | Included, but not with basic plan | included | included | included | included |
| call routing | included | included | Included | included | included | With Virtual Attendant | included |
| conference calling | included | included | For 3 to 4 people, included | included | 3-way included – larger groups extra | included | included |
| hunt groups | included | included | Included | included | included | included | included |
| unified messaging | included | included | Included, but not with basic plan | included | included | included | included |
| MSFT Outlook integration | included | included | Included, but not with basic plan | included | included | no | Included with premium service |
| user directory | included | included | Included | included | included | included | included |
| integrated voice response | no | included | No | no | no | included | no |
| call center support | no | included and recently upgraded with advanced features | Included | no | included | no | Optional add-on |
| Management & Administration | Unified, browser based administration | Online management tools | Web-based office administration | Straightforward – some management direct from phones, rest of management and administration from clean web interface | Basic web-based administration and management | Web-based tools for three levels of management and administration | Basic web-based administration and management |
| Phone Support | N/A | Any SIP compliant phone -- Polycom, Cisco, Softphone | Cisco, Polycom, Thompson, and a few more | Cisco, Polycom, Toshiba, Swissvoice IP Phones, and analog phones | analog phone (no LCD support possible), Cisco IP phones, and Polycom IP phones | All plans include one adapter and business class phone. Supports Packet 8, GN Netcom, Duet, and other phones and headsets. | Supports Cisco phones and will begin to support LG phones |
| Security | Encrypted VoIP: strong Phone Authentication: strong Management Security: strong | Inter-application security and redundancies | Standard VoIP encryption | Based on Covad's network and Cisco equipment – good security overall. | Calls routed over private network | Standard VoIP encryption | All phones are SIP phones. Edge device is ICASA-certified and sits on customer's LAN. Calls not routed over the public internet. |
| IP Station Capacity | Supports 4-24 lines | Limited only by bandwidth | Limited only by bandwidth | Up to 250 employees per location | Limited only by bandwidth | Limited only by bandwidth | Limited only by bandwidth |
| Documentation/Support | Excellent customer satisfaction ratings | Integrated Online Help, Training Videos and 24x7 phone support | Training manuals and 24/7 support | Product documentation, phone support | Printed, online and call-in service included | Printed, online and call-in service included | Product Documentation, reference cards, web and classroom based training, account manager and tech contact. |
| Pricing for 20 phones + T1 interface | Starts at \$2,000 per month | \$22.50 per user per month for 10,000 minutes or \$40 per user per month unlimited - plus T1 cost. | Starts at \$2000 | \$7,000.00 | \$34.75 per month per phone plus some hardware setup and broadband costs | \$2700-\$4000 excluding broadband | \$5,000 |
| VoIP-News Comments | AccessLine is a good option for small businesses | Lower cost plan with straightforward options – supports existing analog phones with additional ATAs | Low cost plan with three tiers ranging from a small feature set to a robust feature set. No support for existing phones | Medium range hosted plan from established vendor – supports existing phones – options for smaller companies as well | Low cost plan with good feature set and support for existing phones | Very low cost plan but with lesser range of features than other plans. | Solid support, good reliability, does not support existing phones |

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