

Avaya Phone Service Options:

1. **Basic:** baseline analog phone service with domestic long distance
2. **Expanded:** baseline analog phone service with unified messaging (voice mail) and domestic long distance
3. **Enhanced:** digital telephone service with unified messaging (voice mail), including digital features technology, such as multiple line appearances, conference calling, and domestic long distance
4. **Virtual:** a UNCW five-digit extension, with no physical phone/handset in the office. Incoming calls will go directly to unified messaging (voice mail) or can be redirected to another 5-digit, university extension or to a specified cell phone number
5. **Mobile Device Allowance:** payment for using personal cell phones for business use; this option must be tied to the Basic or Virtual Phone option

Features/Services Breakdown

Features	Service Levels				
	1 Basic	2 Expanded	3 Enhanced (Requires a digital handset)	4 Virtual	5 MDA Please refer to policy.
Monthly Rate	\$26	\$30	\$33	\$20	Variable
Dial tone for outgoing calls	X	X	X		
Unified Messaging includes: <ul style="list-style-type: none"> • Voice mail that is accessible via e-mail, as well as dial up • Ability to access e-mail via a telephone • Ability to redirect UNCW extension to any number of your choice – cell, home, etc. 		X	X	X	X
End device (e.g. handset, fax) support, User must supply device – handsets must be purchased through ITSD.	X	X	X		
E911	X	X	X		
Domestic long distance (no personal calls)	X	X	X		
Caller ID (requires a caller ID capable telephone)			X	X	
Multiple line appearances and numerous additional digital features			X		