

Better Communication. Better Collaboration. Better for Business.

SOVA's Verizon One Talk Solutions



SOVA provides the following One Talk basic related services

- My Biz Portal Setup
- Number Porting Management
- Phone System Design & One Talk phone model recommendation
- Post sale help desk / trouble ticket support
- Remote installation consultation
- White board and Call Flow Design
- Multiple One Talk Video Tutorials

SOVA can go beyond the basics of One Talk with the following additional services

- Toll Free number establishment and management
- Call Queues (Auto Call Distribution)
- Voicemail to Email (Group Voicemail with Messaging)
- Voicemail to Text
- Call Recording
- Personal Virtual Assistant
- Tech Alert
- Remote Call Forward Numbers
- Call Report Dashboard
- Overhead paging and
- Professional On-Site Installation

For more information or to request a customized quote:
Sandie Osterhus, Director of Sales, 516-513-3489, sosterhus@sova.com

Go beyond the basics with SOVA's One Talk Power Tools

Services and features that complement Verizon's One Talk solution



Toll Free Number – Establish a new number or port an existing one. Project the image of a large company no matter the size of your business. Build a custom One Talk Auto-Receptionist using a Toll Free number your customers will remember.

Toll Free — 200 minutes	\$14.95/Month	\$0.065/min overage	\$25 Set Up	\$15 Toll Free Port NRC per number	\$75 Rush Port NRC per number
Toll Free — 400 minutes	\$24.95/Month	\$0.065/min overage	\$25 Set Up	\$15 Toll Free Port NRC per number	\$75 Rush Port NRC per number
Toll Free — 1000 minutes	\$54.95/Month	\$0.065/min overage	\$25 Set Up	\$15 Toll Free Port NRC per number	\$75 Rush Port NRC per number



Remote Call Forwarding – Allows you to advertise your business in any area with local numbers that forward to

RCF — 250 minutes	\$19.95/Month	\$0.065/min overage	\$25 Set Up	\$15 RCF Port NRC per number	\$75 Rush Port NRC per number
RCF — 500 minutes	\$29.95/Month	\$0.065/min overage	\$25 Set Up	\$15 RCF Port NRC per number	\$75 Rush Port NRC per number
RCF — 1000 minutes	\$49.95/Month	\$0.065/min overage	\$25 Set Up	\$15 RCF Port NRC per number	\$75 Rush Port NRC per number



Fax – Connect any fax machine to the internet using our HIPAA compliant fax connection kit.

eFax – Send and receive faxes by simply using your email.

Fax (Electronic email only) – 500 Pages	\$14.95/Month	\$0.05/page overage	\$25 Set Up	\$15 Port NRC/number
Fax (Electronic email only) – 1000 Pages	\$29.95/Month	\$0.05/page overage	\$25 Set Up	\$15 Port NRC/number
Fax (w/ FaxEnable Device for physical faxing & HIPAA/PCI) – 500 Pages	\$19.95/Month	\$0.05/page overage	\$25 Set Up	\$15 Port NRC/number
Fax (w/ FaxEnable Device for physical faxing & HIPAA/PCI) – 1000 Pages	\$34.95/Month	\$0.05/page overage	\$25 Set Up	\$15 Port NRC/number
FaxEnable Device required for physical faxing & HIPAA/PCI compliance	\$276 NRC (One time cost includes FedEx ground shipping & handling)			



Personal Virtual Assistant – Give every Sales Representative the Personal Assistant they have always wanted. In-bound calls are screened with the caller choosing from options (Customer Service, Billing, Sales, etc). Sales inquiries are always routed back to the Sales Rep.

PVA Set Up Fee	\$25 Set Up per user
Automated Receptionist	\$20/Month per user
One Talk Line	\$25/Month per user



Tech Alert – A voicemail platform for One Talk that will call afterhours/emergency staff when a message is left on the company voicemail box. This ensures that a business will always provide prompt responses to any voicemail left by a customer.

Tech Alerts Set Up Fee	\$100 Set Up per voicemail box
Tech Alerts MRC	\$50/Month per voicemail box

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Voicemail to Email – Send One Talk Voicemail messages to any email account for easy retrieval and distribution. Voicemails are sent as an audio file attachment.

Voicemail to Email (per Voice Mailbox)	\$6.25/Month	\$10 Set Up per Mailbox
Voicemail w/ Web Access (per Voice Mailbox)	\$12.50/Month	\$125 Set Up per Mailbox



Text Alert – Voicemail to Text service. Send voicemail alerts to any mobile number to ensure faster response times.

Voicemail to Text (1 Voice Mailbox and 1 Mobile User)	\$15.00/Month	\$10 Set Up per Mailbox
Each additional Mobile User	\$2.00/Month	
3 Voicemail to Text (1 Voice Mailbox and 3 Mobile Users)	\$19.00/Month	\$10 Set Up
6 Voicemail to Text (1 Voice Mailbox and 6 Mobile Users)	\$25.00/Month	\$10 Set Up
10 Voicemail to Text (1 Voice Mailbox and 10 Mobile Users)	\$33.00/Month	\$10 Set Up



On-Site Professional Phone Installation – Discounts available in many markets

Pre-Installation Inspection	\$200
Installation — 1 to 5 phones	\$250
Installation — Each additional phone	\$25/phone



Customized Quote Services

Call Queue (Auto Call Distribution)	Your business calls will be answered in the order in which they are received by your business; and your customers will be notified if they have to wait for a representative
Call Recording	Record inbound calls automatically and/or record any call on-demand
Call Report Dashboard	Get detailed statistics on inbound calls. Call reports include talk time, number of transfers, number of dropped calls...just to name a few
Business Continuity Solutions	Router recommendations and installation
Leasing Program	For One Talk phones, routers, and installation
Overhead Paging	Wirelessly connect your One Talk phone system to an existing Overhead Paging system

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