



MiCloud Connect Service Plans

Flexible Plans that Make Cloud Services Easy

Choose the Right Combination of Unified Communications & Collaboration Tools for Your Business Needs

Convenient & Cost Effective

Every business has unique communications needs. MiCloud Connect's UC features are packaged into three different profiles so you can subscribe to the features right for your business. Mitel gives you the flexibility to mix and match service levels, allowing you to easily adapt to changing business demands as they arise. Pricing plans are outlined below:

Essentials includes all business telephony call handling features, plus key UC features like instant messaging, presence, video calling, conferencing, screen sharing, mobile apps and Mitel Teamwork.

Premier offers additional features for supervisors, managers, and sales and service teams including expanded conferencing capacity, voicemail-to-text transcription and third-party integrations.

Elite increases conferencing and web sharing capacities and adds recording, archiving and operator features such as consultative transfers and conferences for advanced call handling capability.

Service Plan Benefits

Self-provision service levels through the MiCloud Connect Portal

Mix and match levels, buying just the services you need

Change service levels to adapt to business demand as they arise

All levels include all business telephony features and great customer service

All service levels integrate with a la carte applications like MiCloud Connect Fax and MiCloud Connect Contact Center

Add and upgrade service plans as your business requires. The MiCloud Connect Portal management dashboard makes it easy to self-provision and add users as your organization grows. Profiles can be mixed and matched to align users with functionality that is required for their individual role.

FEATURE	ESSENTIALS	PREMIER	ELITE
Minutes Per Month ¹	Unlimited	Unlimited	Unlimited
Direct Dial	✓	✓	✓
PBX Features	✓	✓	✓
MiCloud Connect Portal	✓	✓	✓
MiCloud Connect Client	✓	✓	✓
Voicemail	✓	✓	✓
Audio Conferencing	8-Party	25-Party	100-Party
Desktop Sharing	4-Party	25-Party	100-Party
Instant Messaging	✓	✓	✓
Presence	✓	✓	✓
Video Calling & Conferencing	✓	✓	✓
Softphone	✓	✓	✓
Outlook® / G Suite® Integration	✓	✓	✓
Web & App Dialers	✓	✓	✓
Find Me, Follow Me	✓	✓	✓
Mobile App	✓	✓	✓
Connect Telephony for Microsoft	✓	✓	✓
Teamwork	✓	✓	✓
Voicemail Transcription ²	\$	✓	✓
Salesforce® Integration	\$	✓	✓
Call Recording	\$	\$	✓
Archiving	\$	\$	✓
Operator	-	-	✓
Contact Center	\$	\$	\$
Internet Fax	\$	\$	\$

¹ Domestic outbound calls

² Includes 30 minutes storage per user

\$ Additional cost