



All your business communications,
integrated, efficient, and reliable.

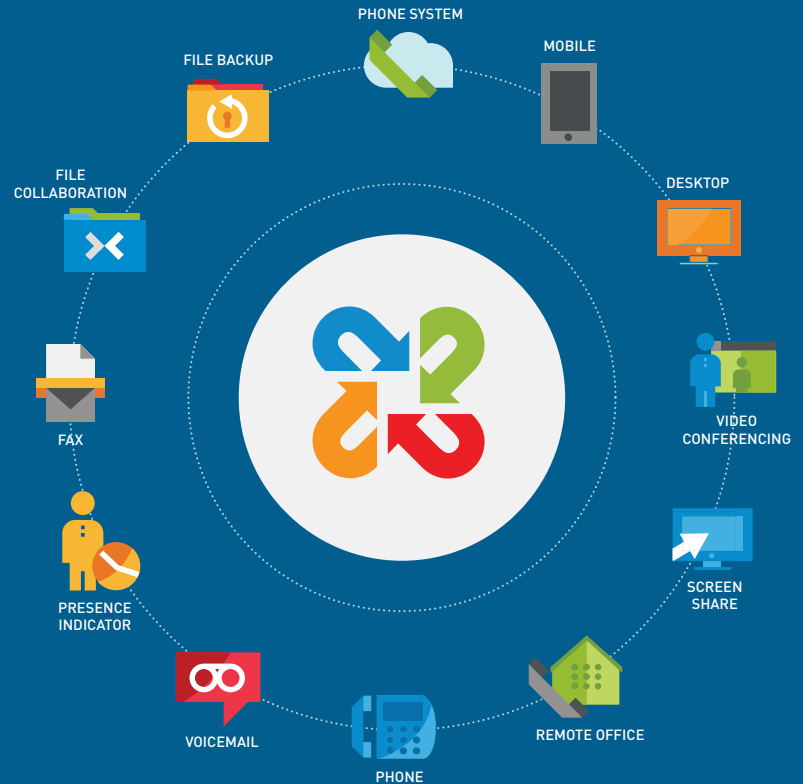
PARTNER GUIDE



Questions? Contact Intermedia today. 888.299.2522 or resellers@intermedia.net

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Intermedia Unite® is an easy-to-use cloud-based unified communications platform that helps employees to be more collaborative and productive.



WITH INTERMEDIA UNITE, YOUR CLIENTS CAN:

Get a powerful cloud-based phone system with centralized web-based management

- Click-to-call internal contacts using the Unite Desktop App
- Get Cloud phone system features on mobile devices using the Unite Mobile App
- Use desktop phones from any location
- Know when coworkers are on the phone or available
- Send and receive faxes via the internet
- Hold real-time face-to-face video meetings
- Share screens for better project or file collaboration

INTERMEDIA PARTNERS GET OUR 360° SALES SUPPORT:

- Two ways to sell: PLR or Advisor
- Training
- Brandable Marketing
- Sales Support
- Onboarding
- Billing & Taxation
- Dedicated Partner Concierge Desk
- Technical Support



Intermedia is the only business cloud solutions provider to be J.D. Power-certified two years running

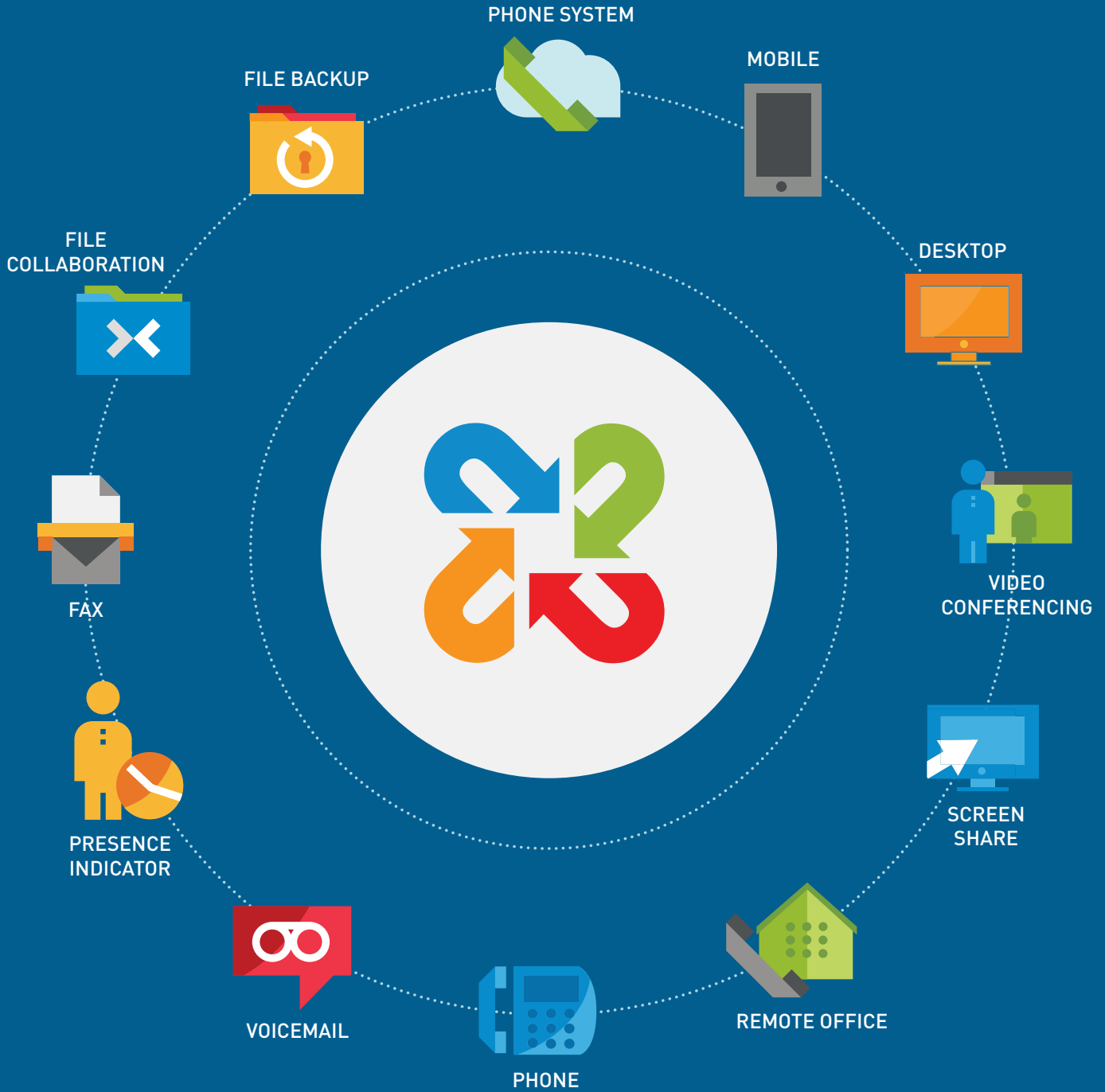
YOUR BRAND OR OUR BRAND

Intermedia enables you to sell the Unite service without changing how you do business.

Our two partnership models – Private Label and Advisor - are designed to adapt to individual customer needs. You can choose on a customer-by-customer basis how you want to do business.

INTERMEDIA UNITE

incorporates all of your clients' business communication methods and devices into one integrated, easy-to-manage system.



The Intermedia Unite Platform



PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime.
- System configuration and call reporting are managed from a single web-based portal.



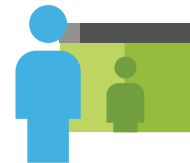
MOBILE

- The Intermedia Unite Mobile App makes any Android™ or Apple® smart phone a business communications tool.
- Syncs with the corporate Active Directory®, giving users instant access to call anyone in the company.
- User features are similar to those of a desk phone, like call transfer, call flip, and ability to manage multiple calls.
- Includes voicemail with transcription.



DESKTOP

- The Unite Desktop App allows the user to integrate calling with the company directory, and enables click-to-call to the organization's entire global address list.
- Works as a remote controller for the associated desk phone. Point and click to manage calls.



VIDEO CONFERENCING

- Face to face meetings via HD video eliminate unnecessary travel and empower teams with remote members to be more productive.
- Establish a personal connection with customers and business partners, and improve internal communication between offices.



SCREEN SHARE

- The computer desktop can be shared in real-time, improving collaboration and speed of decision making.
- Viewers see desktop content via web browser in full HD. No downloads or browser extensions required.



REMOTE OFFICE

- Intermedia's preconfigured phones can be plugged in to any location that has an internet connection.
- Remote desk phones work exactly the same way as they do in the office, with access to all the same features and functionality as everyone else in the company.

The Intermedia Unite Platform (Continued)



PHONE

- Intermedia Unite phones are plug and play, delivered pre-configured to work seamlessly with the Unite service.
- No special setup or technician required.
- Includes world-class manufacturers such as Polycom, Cisco and Yealink, with many models to choose from to meet any business need.



VOICEMAIL

- Intermedia Unite voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app.
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app.
- Voicemail can be received or forwarded as a downloadable email attachment.



PRESENCE INDICATOR

- Intermedia desk phones and applications include presence – the ability to see whether your company contact is available, or busy on the phone.
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence.
- The Intermedia desktop and mobile apps display presence information alongside each contact in the Active Directory.



FAX

- Intermedia WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email.
- Transmits faxes directly from a Windows®-based PC.
- Senders simply dial the WebFax number from their fax machine, as they normally would.



FILE COLLABORATION

- 2GB per user of SecuriSync® file storage included.
- Access files from desktops, laptops, smartphones, tablets, file servers, and the web.
- Full control over files, users, devices, and sharing activities.



FILE BACKUP

- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss.

Why sell Unified Communications from Intermedia?

\$3.75B

UCaaS

21.7%

YoY growth through 2023

\$14.83B

Market in 2023

SELL INTO A FAST-GROWING MARKET

Per Frost and Sullivan¹, the size of the North American Hosted Internet Protocol (IP) Telephony and UCaaS market in 2016 was \$3.75B, and is forecasted to grow at a CAGR of 21.7% through 2023 - reaching an amazing \$14.83B in 2023. There's no better time than now to get started selling Intermedia Unite.

INTERMEDIA MAKES IT EASY TO SELL UCAAS

Don't fall for the myth that Unified Communications as a Service (UCaaS) is difficult to understand, or that it's too complex to install and support. Selling Intermedia Unite along with your own service can be EASY and PROFITABLE.

MYTH	WITH INTERMEDIA UNITE
<p>"Selling is tough and sales support is limited at best."</p>	<ul style="list-style-type: none"> Online sales training Brandable material Easy online quoting Concierge sales support
<p>"Install is complex and expensive."</p>	<ul style="list-style-type: none"> Free onboarding support Plug and play phones Proactive network testing
<p>"Support and Billing will eat up my profits."</p>	<ul style="list-style-type: none"> Free J.D. Power-certified support We handle the taxation Easier installs mean less "go-backs"
<p>"Cloud Voice doesn't have the quality and reliability."</p>	<ul style="list-style-type: none"> 99.999% uptime SLA Redundant network architecture VoIP Scout network testing Automatic failover
<p>"I can't add value to someone else's solution."</p>	<ul style="list-style-type: none"> Online phone configuration Network testing Bundle with other services
<p>"I can't own the customer relationship."</p>	<p>Private label resellers own the entire customer relationship</p>

1. Frost & Sullivan North American Hosted IP Telephony and UCaaS Market, Forecast to 2023 from September 2017

Intermedia Unite benefits for our partners

Intermedia Unite is tailor-made for selling through the channel. We designed Unite from the ground up with input from our partners and with the goal of making it easy for partners to sell UCaaS profitably.



FOCUS ON PARTNERS

The Intermedia 360° approach to partner success empowers partners to successfully sell, install, and support Intermedia Unite. A dedicated partner concierge desk, specialized Intermedia Unite product education and product marketing materials, and J.D. Power-certified technical support are just a few of the ways we help partners drive more revenue.



EASY SELF-SERVICE

Ordering additional services and hardware is easy, and can be done online - using the HostPilot® control panel. Partners can also configure the system, its features, and its phones from the same portal. Programmable line keys allows partners to fine-tune individual phone setups for customers in just a few minutes.



HIGHER MARGINS

Private Label partners buy wholesale and choose their own sell price. Advisor partners receive up-front and recurring commissions. Desktop and mobile apps are provided at no additional charge. And new included productivity enhancements like screen sharing, video conferencing, file sharing and file backups, give partners more opportunities to add value and displace competition.



Two ways to sell Intermedia Unite: Private Label and Advisor

YOUR BRAND OR OUR BRAND

Intermedia enables you to sell the Unite service without changing how you do business.

Our two partnership models – Private Label and Advisor - are designed to adapt to individual customer needs.

You can choose on a customer-by-customer basis how you want to do business.



YOUR BRAND - PRIVATE LABEL

OUR BRAND - ADVISOR

<p>Who owns the customer relationship?</p>	<p>You own the customer relationship</p> <p>You retain full ownership of billing, branding, bundling, and every other element of your customer relationship.</p>	<p>We both own the customer relationship.</p> <p>You leverage our branding, billing, and support, but we won't actively market to your customers.</p>
<p>Who closes the deal?</p>	<p>You close the deal.</p> <p>Behind the scenes, we'll help you with white-labeled marketing materials and expert sales assistance every step of the way.</p>	<p>You close the deal.</p> <p>You can leverage our branding with co-branded marketing materials. We'll also provide behind-the-scenes sales assistance every step of the way.</p>
<p>How do you make money?</p>	<p>You set your own margins.</p> <p>We bill you for a wholesale price and you bill your customer at a price you determine.</p>	<p>You get ongoing commissions.</p> <p>Your customer pays our retail prices. We give you a one-time and recurring commission.</p>
<p>Who provides technical support?</p>	<p>You provide technical support. (And we'll support you.)</p> <p>You'll provide support to your clients. We'll back you up with J.D. Power-Certified 24/7 phone and chat support.</p>	<p>We provide technical support.</p> <p>Our J.D. Power-certified 24/7 technical support will be here for your clients.</p>
<p>What does it cost you?</p>	<p>Nothing.</p> <p>There are no minimum commitments or time-consuming certification requirements. There's no cost to become a partner.</p>	



Intermedia Partner Support

Intermedia sets our partners up for success with a complete program that empowers partners and removes roadblocks. You choose the way you want to take it to market. We call it the 360° approach to partner success.

Intermedia 360° Approach to Partner Success



Intermedia Unite benefits for your clients



INCREASED PRODUCTIVITY AND COLLABORATION

Intermedia Unite makes a more productive workforce

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
- Integrated video conferencing, screen sharing, file sharing and file backup extends reach and facilitates increased collaboration



LOWER COSTS

No hardware to buy, install, manage, upgrade or replace

- Save up to 50% on monthly phone bill when compared to traditional phone service
- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidate voice and data onto one network
- Flat, per-user rates with no annual contracts or hidden fees



INCREASED RELIABILITY

The Intermedia voice network is purpose-built for reliability

- 99.999% financially-backed uptime SLA
- Proprietary Intermedia VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

Unite scales according to the needs of any business

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using user-friendly HostPilot portal



BUSINESS CONTINUITY

Ensure you never miss an important phone call

- Intermedia Unite automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.).



Intermedia Unite user features

90+ PHONE SYSTEM FEATURES

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Call Recording
- Music on Hold
- Voicemail
- Voicemail Transcription
- And many more

VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Voicemail transcription
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access

BUSY LAMP FIELD (BLF)

- Indicates presence - whether another user's phone is currently in use
- Other users' extension and name information are presented as virtual "buttons" on a desk phone LCD display
- The BLF can be used for speed dials, and also to make or take calls on behalf of another user

CALL FLIP

- Allows the user to seamlessly move an active call from the desktop phone to the mobile app or vice versa
- Called party will hear hold music while the caller utilizing the Call Flip feature switches devices mid-call

WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any internet-connected PC
- Does not require an additional phone line

CONFERENCE BRIDGE

- Unique Toll Free number
- Up to 50 simultaneous conferences
- Gather up to 25 people without a reservation
- Gather up to 100 people on a scheduled phone conference
- Separate host and guest codes let you stay in control
- Conference calls can be recorded for reviewing, downloading, and sharing

SECURISYNC BACKUP AND FILE SHARING

- Easy and secure file sharing
- Access the most current version of files from any device
- Co-edit in real-time
- Access file server content from mobile devices without a VPN



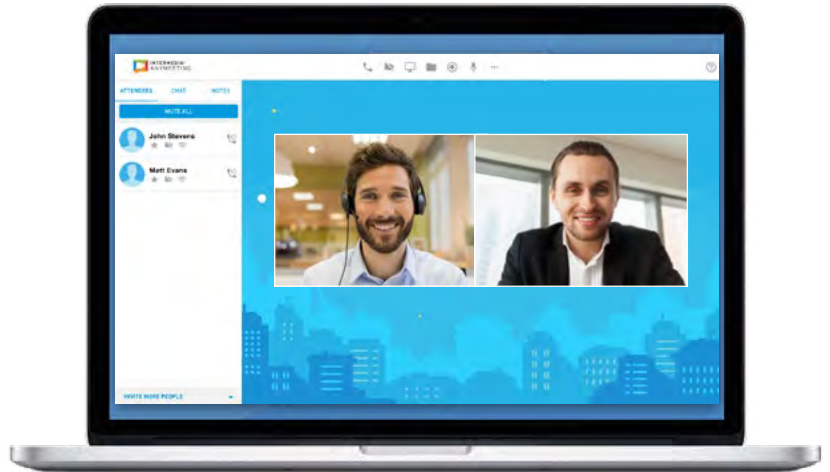
Intermedia Unite user features (Continued)

ANYMEETING® VIDEO CONFERENCING & SCREEN SHARING

- Instant browser-based video conferencing without downloads
- Screen sharing
- Includes a conference dial-in number
- Join conference via phone, mobile or desktop
- Custom URL for meetings

An upgrade to Intermedia Unite Pro includes:

- Up to 30 participants per meeting (up from 4)
- Up to 6 webcam participants at once (up from 4)
- Video, PowerPoint®, pdf file sharing with 1GB Content Library
- Meetings may be recorded and downloaded



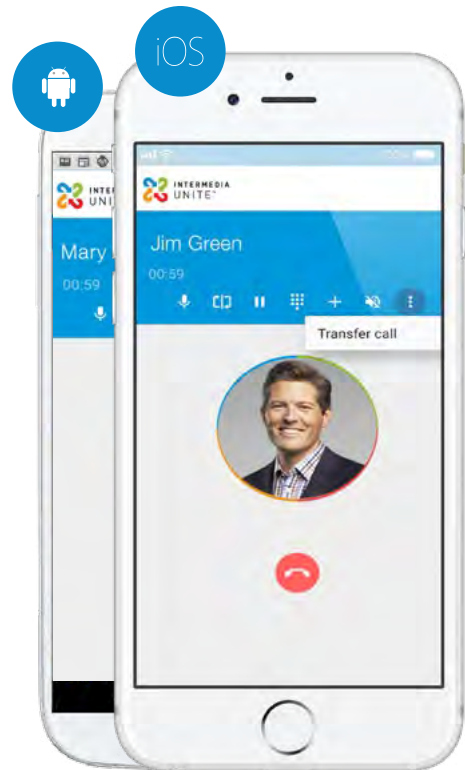


Intermedia Unite apps

INTERMEDIA UNITE MOBILE APP

Enables a mobile device to become a communication endpoint for the Intermedia Unite service. Employees can now call or receive calls through the corporate phone system, and utilize enterprise-level calling features, no matter where they are.

- Find the Intermedia Unite Mobile App in the Google Play™ Store or Apple App Store
- Log into Unite using just your company email credentials
- The app automatically displays your entire company directory in a list on your mobile device. Simply push the contact tile you want, and your call is immediately placed
- Advanced calling features such as call transfer, call hold, call flip, FindMe/FollowMe and more
- Includes voicemail with transcription



INTERMEDIA UNITE DESKTOP APP

The Intermedia Unite desktop app acts like a remote controller for the user's desk phone. The app can be installed as a PC or Mac® client.

- Find the Intermedia Unite Desktop App from the URL provided by your IT administrator
- Log into Unite Desktop using just your company email credentials
- Automatically displays your entire company directory in a list on your PC. Simply click on the contact tile, and the call is placed through the associated desk phone
- Displays line status of company contacts
- Call flip, transfer calls, or park calls from the app
- Switch from call to call





Intermedia Unite administrator features

UNITE MANAGEMENT PORTAL

- One central location to manage system or endpoint settings
- Enable or disable features system-wide, by group or by individual user
- Add users, user hardware, and phone numbers right from the portal
- Set up auto attendants and groups according to business requirements
- View/create hunt group reports

AUTO ATTENDANT

- Greets callers and then directs them to the right person, department or information - 24 hours/day
- Multiple and branched menus for day/night
- Dial by name / by extension
- Auto Attendant voicemails can be configured to be sent to email with transcription

HUNT GROUPS

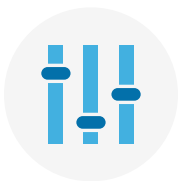
- Places incoming calls into set groups such as sales department, accounting, or reception
- Calls are distributed according to managed setting: round-robin, sequentially, longest idle, or all simultaneously
- Can be configured to feature greetings, messages, and hold music
- Users and administrators may log users in and out of groups

HUNT GROUP REPORTING

- Select/view data and view reports for entire groups or individual agents
- View graphical data reports based on time, and group or individual
- Includes statistics such as hold time, talk time, call duration, call volume, and other call metrics

SECURISYNC BACKUP AND FILE SHARING

- Restore files to any point in time with one click
- Full control over files, users, devices, and sharing activities
- File Server Sync to back up and sync files from an existing Windows file server to SecuriSync



Customizable settings

The Intermedia Unite Administrator Tool is a powerful web-based interface where corporate IT and phone administrators may make changes to the phone system settings to align with the needs of the individual business.

GENERAL SYSTEM SETTINGS

- Enable/Disable Call recording
- Set up the Auto Attendant
- Set up groups and departments within the company
- Assign users to different locations/branches
- Order or activate users and phones
- Set up conference rooms/bridges, Webfax and lobby phones
- Set up music on hold and/or personal greetings

PHONES SETTINGS

Intermedia preprograms and configures your phones for you. However, administrators have the ability to make some specific changes:

- Set up, manage, control voicemail boxes
- Set up home screen, and save favorites and speed dials
- Record and configure greetings
- Program Do Not Disturb or specific forwarding rules
- Programmable line keys allows setup and configuration of BLF keys, Alias keys, and Remote line keys








Choose your Phones



Intermedia offers a range of Polycom, Cisco and Yealink phones to span your business needs. No technical installation required, just connect them to the internet and they're ready to go.



Desk Phones

		Network	Backlit	Headset Capable	PoE
	POLYCOM VVX 201	10/100	Yes	Yes, RJ9	Yes
	POLYCOM VVX 300* 310**	10/100* Gigabit**	Yes	Yes, RJ9	Yes
	POLYCOM VVX 410	Gigabit	Yes	Yes, RJ9	Yes
	POLYCOM VVX 500	Gigabit	Yes/Touch Screen	Yes, RJ9	Yes
	POLYCOM VVX 600	Gigabit	Yes/Touch Screen	Yes, RJ9	Yes

Conference Phones

		Network	Backlit	Headset Capable	PoE
	IP 5000 7 ft	10/100	Yes	N/A	Yes
	IP 6000 12 ft	10/100	Yes	N/A	Yes
	IP 7000 20 ft	10/100	Yes	N/A	Yes



Choose your Phones

(Continued)



Yealink

Desk Phones

Desk Phones		Network	Backlit	Headset Capable	PoE
	YEALINK T42G	10/100	Yes	Yes, RJ9	Yes
	YEALINK T46G	Gigabit	Yes	Yes, RJ9	Yes
	YEALINK T48G	Gigabit	Yes/Touch Screen	Yes, RJ9	Yes
	W52 IP DECT Cordless	10/100	Yes	Yes, 2.5 mm	Yes



Desk Phones

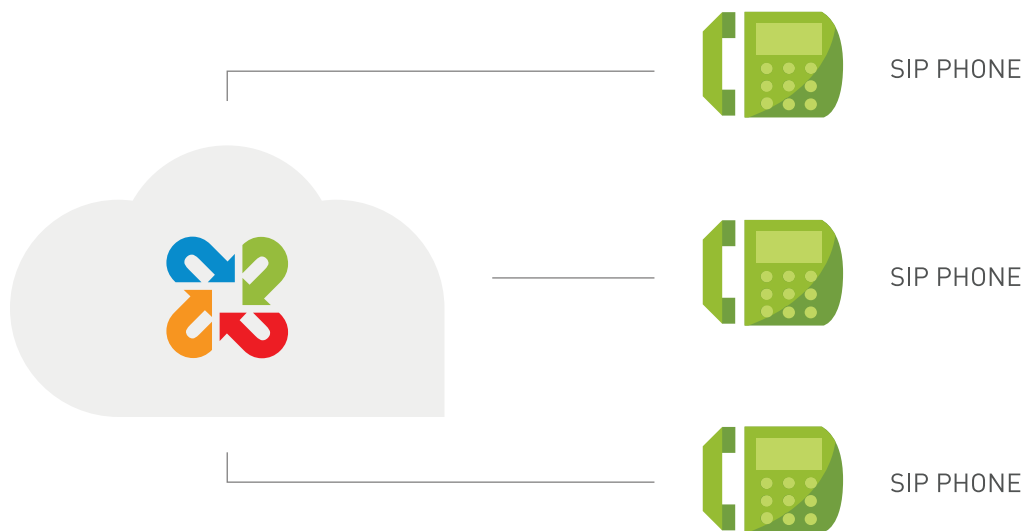
Desk Phones		Network	Backlit	Headset Capable	PoE
	SPA 303	10/100	Yes	Yes, 2.5 mm	Yes
	SPA 504G	10/100	Yes	Yes, 2.5 mm	Yes
	SPA525G2	10/100	Yes	Yes, 2.5 mm	Yes

Your clients already have phones? No problem.

Bring Your Own Phone (BYOP)

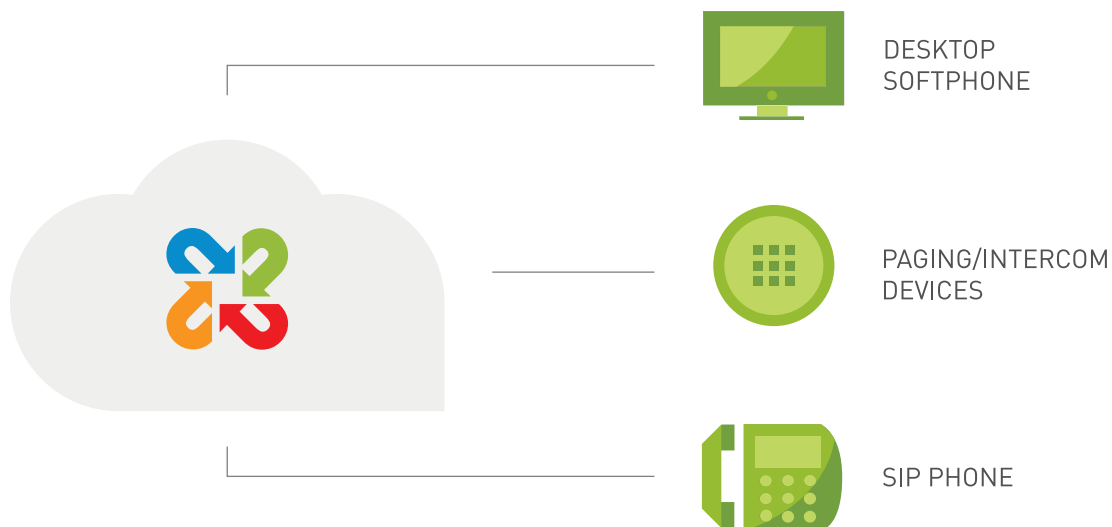
ENHANCED BYOP PROGRAM

- Use approved phones that were already existing or procured elsewhere.
- Get the full use and functionality of the built-in features of Intermedia Unite.
- The full approved phone list for the Enhanced BYOP program can be found in the Intermedia Knowledge Base at kb.intermedia.net



ANYPHONE BYOP PROGRAM

- Any SIP device not on the approved list may still be used in conjunction with Intermedia Unite.
- AnyPhone BYOP devices are not guaranteed to work seamlessly with all Intermedia Unite features.
- The Anyphone BYOP program allows customers to include 3rd party products such as softphones and paging devices into their cloud voice solution





What comes with Intermedia Unite?



INTERMEDIA UNITE

Questions? Contact
Intermedia today.

888.299.2522 or
resellers@intermedia.net

EACH USER RECEIVES

- Local phone number with unique extension
- Ability to have up to five endpoints (phones and other devices)
- Inbound/Outbound Caller ID
- Access to 90+ enterprise-grade features
- WebFax
- Voicemail box with transcription services
- Unite Mobile App
- Unite Desktop App
- AnyMeeting for up to 4 participants with 4 video feeds
- 2GB/user SecuriSync file share and backup

EACH ACCOUNT INCLUDES

- Centralized management of all locations
- Auto Attendant with a Direct Inward Dial phone number
- Ability to configure up to 10 hunt groups
- Conferencing: 200 toll-free minutes per month
- Active Directory integration for easy configuration of users
- Phone line configurations
- Hunt Group reporting
- Enable/Disable call recording

AN UPGRADE TO ANYMEETING PRO INCLUDES:

- AnyMeeting for up to 30 participants with 6 video feeds
- 100GB per user of SecuriSync file share and backup

FOR AN ADDITIONAL FEE, THE FOLLOWING OPTIONS ARE AVAILABLE AS ADD-ONS TO THE BASIC SERVICE:

- Fax lines
- Resource lines
- Additional automated attendants
- Vanity numbers
- Toll-free packages
- Conferencing packages
- Add-On numbers
- Additional voicemail boxes
- Additional Hunt Groups
- Additional WebFax accounts and mailboxes
- Additional simultaneous users for video conferencing and screen sharing features

