

Choose the Right Plan

for Every Role on Your Team



Primer

Basic Seat*

Best for: Shared-use locations and common areas where basic inbound calling is all that is needed. Perfect for lobby phones, waiting room stations, break room lines, and shared reception lines — any station that is not tied to a specific employee and does not require a dedicated user account.

What is included:

- Extension dialing within your PBX
- Caller ID and caller name delivery
- Local outbound calls
- Last number redial
- Music on hold
- Corporate directory access
- E911 service
- Call logs

Preferred

Standard Business User

Best for: The everyday employee who needs a fully capable business phone. This is the right seat for most of your team, covering all core call management features with long distance included. Ideal for account managers, customer service staff, administrative employees, and any team member who handles inbound and outbound calls regularly.

Everything in Primer, plus:

- Long distance calling included
- Call park, call transfer, and call waiting
- Call forwarding (always, busy, no answer, not reachable)
- Voicemail with unified messaging and voicemail-to-email
- Hunt group eligibility
- Simultaneous ring and sequential ring
- Three-way calling
- Speed dial 100
- Call Recording (available as an add-on)

Premium

Power User

Best for: Employees with the highest communication demands who need mobile flexibility, collaboration tools, and the ability to take their business phone system beyond the desk. Built for managers, executives, receptionists handling high call volumes, team leads, and remote or hybrid employees who require software-based calling and desktop collaboration capabilities.

Everything in Preferred, plus:

- nCommand Mobile Client (with nCommand Plus)
- Desktop sharing (with Webex)
- Web collaboration and meetings (with Webex)
- Call Recording (available as an add-on)

* The Primer seat is a location-level seat, not assigned to an individual user. It does not include voicemail, call forwarding, call transfer, or hunt group eligibility.

Hosted VoIP: Business Seat Plans

Plan Comparison Table

Feature	Primer	Preferred	Premium
Best for	Location-level basic use	Standard business user	Power user / manager
Extension Dialing	✓	✓	✓
Caller ID & Name Delivery	✓	✓	✓
Call Logs	✓	✓	✓
Last Number Redial	✓	✓	✓
Music on Hold	✓	✓	✓
Corporate Directory Access	✓	✓	✓
E911 Service	✓	✓	✓
Local Outbound Calls	–	✓ LD included	✓ LD included
Call Park	–	✓	✓
Call Forwarding (Always, Busy, No-Answer, Not Reachable)	–	✓	✓
Call Transfer	–	✓	✓
Call Waiting	–	✓	✓
Voicemail / Unified Messaging	–	✓	✓
Hunt Group Inclusion	–	✓	✓
Simultaneous Ring	–	✓	✓
Sequential Ring	–	✓	✓
Speed Dial 100	–	✓	✓
Three-Way Calling	–	✓	✓
Call Recording	–	Add-on	Add-on
MS Teams Integration	–	Add-on	Add-on
nCommand Mobile Client	–	–	✓ with CommandPlus
Desktop Sharing	–	–	✓ with Webex
Web Collaboration	–	–	✓ with Webex

Webex-Integrated Calling

For teams already using Cisco Webex as their primary collaboration platform, 24-7 & WWT also offers Webex Calling seats as an alternative to the standard VoIP tiers. These seats bring your phone system directly into the Webex environment, letting employees call, message, and meet from one unified app.

Available Webex Calling seat options:

- Calling with Webex Basic:**
 Entry-level seat with straightforward desk phone calling integrated into Webex. Best for employees with simple communication needs.
- Calling with Webex Standard:**
 Adds messaging, presence, and meeting capabilities on top of basic calling. A solid fit for most business users.
- Calling with Webex Premium:**
 Full collaboration suite: advanced calling, team messaging, meetings, file sharing, and deep integration with business tools. For power users who live in Webex all day.
- Calling with Webex Softphone:**
 Software-only seat; no desk phone required. Employees call and receive from the Webex app on any device. Ideal for remote and hybrid workers.

Ask your 24-7 & WWT representative for Webex Calling seat pricing and availability.

Not sure which seat is right for your team?

Our local team can walk you through the options and help you build the right plan for your business.

