



Why OfficeSuite UC? Why Windstream Enterprise?

Streamline information sharing and team collaboration across an ever-evolving international work environment with our proprietary cloud-based platform.

A unified communications solution for all your needs

Powering global workforce communications and connectivity

Transform how you do business by giving your employees the freedom to work from anywhere, even internationally. Since our system revolves around users, data can be shared amongst all of your devices. Whether on-site with a customer, traveling or working remotely, features and services are always accessible. Ensure business continuity and avoid costly downtime during disasters.

Delivering the most secure communications system

Unlike other providers, we own the code and utilize proprietary technology instead of open source to help you meet SOC2, HIPAA and GDPR compliance requirements. OfficeSuite UC® encrypts meetings and messages and secures everything in the cloud—no data or information is stored on a device where it can be vulnerable to theft.

Cloud-based phone system with hundreds of features

Real-time visibility and control

Company-wide chat and mobile apps

Visual voicemail, speech-to-text and unlimited calling

Integration with off-the-shelf and custom business applications

Virtual meeting and collaboration

Online faxing tools for any device

Native contact center application

Standards-based API allows you to connect to 3rd party applications, such as Microsoft Teams



Windstream recognized in the 2019-2021 Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide

With OfficeSuite UC®, Windstream Enterprise continues to show our commitment to innovation and enterprise capabilities. For the third consecutive year, Gartner has included Windstream in the Magic Quadrant for Unified Communications as a Service, Worldwide report.

Powerful tools to transform the way you do business

LOWER IT AND ADMINISTRATIVE COSTS

Reduce the time and resources required to manage and maintain your phone system and communications services with centralized management via the WE Connect portal.

Enjoy free and automatic lifetime upgrades and maintenance

Mix and match seat types and add users and features based on business demands

Enhance productivity and save time when employees self-manage features

UNIFY ALL EMPLOYEES AND SITES

Use one system for your entire organization without expensive wiring or IT support. Experience seamless collaboration and communicate across locations, while reducing complexity.

Administer changes easily for every employee and site from a single interface

Leverage features and extension dialing across all locations

Move between offices, share workspaces and use any phone as your own

AVOID DISASTERS AND ENSURE BUSINESS CONTINUITY

Secure everything you need in the cloud and remain reachable to customers during disasters even if your physical office is down.

Use any device to make a call, check voicemail, fax, email, chat or video conference

Securely manage your account and services from anywhere

Meet virtually and share content in real time

100+ features to enhance productivity

Account Codes

Auto Attendants (unlimited)

Auto Attendants – Nested

Auto-Generated Key Labels

Broadcast Groups

Business Quality Voice Lines

Call Coverage

Call Coverage – Incoming Call Routing

Call Detail Records

Call Display

Call Forward

Call Groups

Call History Reporting

Call Hold

Call Hunting (circular & linear)

Call Park/Retrieve

Call Permissions Profiles (by user)

Call Transfer

Call Waiting Tone

Caller ID with Name

Caller's List (inbound & outbound)

Click-to-Call

Company-wide Chat

Context Soft Keys

Do Not Disturb

Emergency Forwarding

Enhanced Dial Tone

E911 Compliant

Extension Dialing (3, 4 or 5 digits)

Fixed Function Keys

Geographic Redundancy

Hands-free Speakerphone

Headset Capable

Hot Desking/Multi-desking Hunting

Incoming Call Routing

Integrated Ethernet Switch

Intercom

Join/Leave Call Groups

Join/Merge Calls

Local Phone Numbers (DIDs)

Mobile Apps

Mobile Twinning*

Monitor Groups

Multiple Business Hour Profiles

Multiple CLIDs

Multiple Line Appearances

Music on Hold

Mute

Online Self-help Documentation

Phone Directory – Employee

Phone Directory – External via Portal Key Profiles (by user type)

Page

Power over Ethernet Phones

Presence & Availability

Private CLIDs Programmable Keys

Redial

Redirect – Emergency Forwarding

Ring Tones

Selective Call Routing

Self-labeling Keys

Site Page

Speakerphone

Speed Dial

Station Busy Lamp Indicator – Silent

Ten-way Calling

Transfer Direct to Voicemail

Unlimited Calling Nationwide*

Visual Voicemail & Speech-to-text

Visual Voicemail Website

Voicemail

Voicemail Auto-forward All to E-mail ID

Voicemail Forward to Co-worker Ext.

Voicemail Message Waiting Indicator

Voicemail Notification via E-mail or SMS

Voicemail Return Call During VM Retrieval

Voicemail Smartphone App

WE Connect Desktop & Mobile Apps

Zero Out of Voicemail – Personal Target

OPTIONAL EQUIPMENT & SERVICES*

911 Notifications

Additional Phone Numbers Nationwide

Analog Extensions with/without Voicemail

Auto-dial (automatic ringdown)

Bluetooth Options (select phones)

Call Dialer*

Conference Phones

Cordless Phones

Entry/Door Control Systems Gigabit

Ethernet Phones Headsets

Group Presence Routing by Time of Day, Day of Week

Group Twinning*

Group Voicemail

OfficeSuite UC Click-to-Call Extension

OfficeSuite UC Connector for Amazon Alexa

OfficeSuite UC Connector for Google

OfficeSuite UC Connector for Google Assistant

OfficeSuite UC Connector for HubSpot®

OfficeSuite UC Connector for Microsoft Teams and Office 365

OfficeSuite UC Connector for Salesforce®

OfficeSuite UC Connector for Slack®

OfficeSuite HD Meeting®

Online Faxing (inbound/outbound)*

Operator Panel

Overhead Paging Interface

SMS Text Messaging*

Single Sign-on

Softphones-Mac, Mobile & PC

Video Phones*

Wireless DECT Handsets & Headsets (select phones)*

**Subject to availability.*

Our promises to you

Many of our solutions, including SD-WAN Concierge, OfficeSuite UC and Managed Network Security, are backed by the WE will Commitment*, our promise to meet your networking and communication needs, for an unrivaled, fully supported experience.



Rate Lock Guarantee

When you upgrade your legacy services, we will lock in your rates for the life of your contract.



Future Technology Guarantee

When the next generation of technology becomes available, you can upgrade at no additional cost.



100% Uptime Guarantee

If you experience anything less than 100%, we will credit your account—no questions asked.



Satisfaction Guarantee

If you're not completely satisfied with how we live up to your expectations within the first year, you can walk away from your contract with no future obligation or early termination fees.



Connectivity Bonus

We're so confident you'll love your purchase, we'll give you up to five months free.



Professional Services Guarantee

Get free Professional Services when you purchase one of our strategic solutions.

WE Connect portal: The heart of your unified communications system

Administrators and employees can easily make changes to the system and their individual account from an intuitive single pane of glass.

Utilize WE Connect to:

Launch video meetings, send faxes and listen to business voicemail

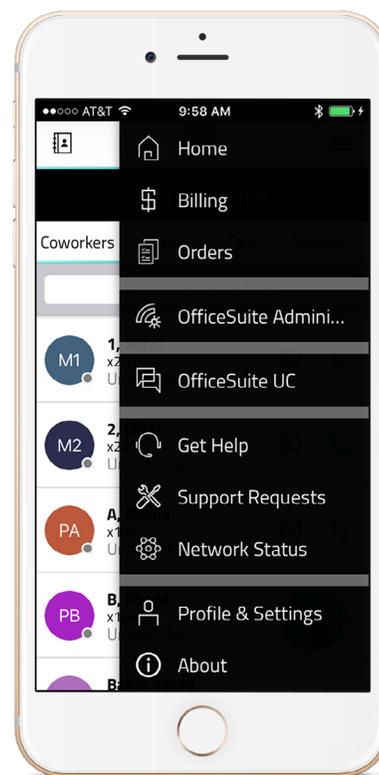
Chat live in real time with anyone in your organization

Text with anyone outside of the organization without using your personal mobile number

View the availability of every coworker and click-to-call them

Customize dashboards so employees can self-manage features

Make changes, provision services, add users and order phones and devices





Power your global workforce

Establish a local presence in 16 international markets worldwide, including Canada, Europe and Asia Pacific with secure access to voice, chat, virtual meetings and content sharing.



Unlock employee potential with customizable access

Give employees secure access to only the tools they need to get their work done. Create profiles to quickly add employees with the same permissions.



Use any device, anywhere, anytime

Meet face-to-face with customers, chat live with colleagues, take calls, send faxes and make changes from any PC, laptop, tablet or smartphone.



Control it all from the cloud

Make real-time changes without ever touching a desk phone, stepping foot in an office, or calling your technical team or customer service.



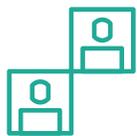
Manage everything from one place

Log into WE Connect to add employees, update auto attendants, forward phones or get help instantly.



Move beyond help desk support

Redeploy IT resources when employees can easily use and manage all of the features of the system from an intuitive dashboard.



Quick access to support employees

Get answers instantly. Watch instructional videos or chat live with a support representative.



Order services quickly and easily

Manage, build, install, activate and track service orders for faster turn-up.



Gain new business insights

Identify staffing inefficiencies, enhance productivity, boost satisfaction and elevate sales efforts with built-in business intelligence tools.

Why OfficeSuite UC?

Single pane of glass to manage it all

Our best-in-class WE Connect portal enables an unrivaled digital experience, complete with intuitive desktop and mobile applications for real-time visibility, administrative control and end-user communication tools.

One provider to deliver it all

Ensure higher resiliency and optimized performance by converging UC and contact center services on a Secure Access Service Edge (SASE) framework via a single pane of glass—backed by industry-first service guarantees and a dedicated team of technology experts.

Predictable, budget-able expenses to plan for it all

Consistent monthly fee per seat, combined with included intra-company calling helps defend against international “sticker shock”.

Cloud-enabled
connectivity,
communications and
security—guaranteed.

Windstream Enterprise drives business transformation through the convergence of our proprietary software solutions and cloud-optimized network to unlock our clients' revenue and profitability potential. Our managed services streamline operations, enhance productivity and elevate the experience of our clients and their end users while securing their critical data and brand reputation. Analysts certify Windstream Enterprise as a market leader for our product innovation, and clients rely on our unrivaled service guarantees and best-in-class management portal. Businesses trust Windstream Enterprise as their single-source for a high-performance network and award-winning suite of connectivity, collaboration and security solutions—delivered by a team of technology experts whose success is directly tied to our clients' complete satisfaction.

Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Daniel O'Connell, Christopher Trueman, Pankil Sheth, October, 18, 2021.

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