

Product Catalog: Small Business



Publish Date: January 2025 V2

Connect. Perform. Astound.

Versatile high-speed Internet and voice with dedicated, one-on-one service.

Astound offers a broad array of high-speed Internet, voice, and video solutions over carrier-grade fiber and coax networks.

Combining the speed and value of our Internet services, together with our flexible, unlimited calling packages, we help today's small-to-medium sized businesses connect, perform, and Astound.

We are the 6th largest cable provider in the U.S.

Dependability, capability, and the resources to deliver.

Astound serves over 77,000 business customers across the U.S. We maintain a local, customer-centric approach, with dedicated industry experts on-hand, accessible around the clock. We're committed to helping businesses stay on top of today's evolving IT technologies, so they can compete more effectively in their markets.





Product Offerings

Astound Business Solutions provides the ideal mix of quality, reliability, and exceptional value in high-speed Internet, voice, and video solutions. Add a flexible suite of powerful yet affordable products, then back it all up with friendly, responsive, local customer service, and Astound delivers the total package to cover all your connectivity needs.

SOLUTIONS AT A GLANCE



Internet

Choose from a versatile range of high-speed Internet options or symmetrical Business Class Internet over ultra-fast fiber.



Voice

Get reliable business telephone lines or explore scalable, low-cost options through our Unified Communications solutions.



Video

Ensure reliable, quality TV experiences, whether for employees or customers visiting your business.

High Speed Internet (HSI)

The ever-increasing data needs of businesses means offices require fast, reliable Internet. We offer a range of fast, economical, asymmetrical business Internet options to meet your company's demands and those of your employees.

HIGH SPEED INTERNET (HSI)							
55 Mbps	110 Mbps	250 Mbps	500 Mbps	1 Gbps	1.5 Gbps	2 Gbps	5 Gbps
Less than 10 users or devices	Up to 10 users or devices	10 to 25 users or devices	25 to 50 users or devices	50 to 100 users or devices	100 to 150 users or devices	150+ users or devices	300+ users or devices
Basic Web Browsing and Email	Heavy Web Browsing	Advanced Internet Needs	eCommerce and Hosted Servers	Multiple Server Hosting	Multiple Server Hosting	Possibilities Are Endless	Possibilities Are Endless
Point-of-Sale Systems	Online Backups and File Sharing	Regular Online Backups and File Sharing	Heavy Internet Usage	VoIP / UCaaS Applications	Constant Cloud-Based Computing	Supersonic Operating Speed with Near-Zero Interruptions	Supersonic Operating Speed with Near-Zero Interruptions
		Video and Web Conferences	Cloud Applications Connectivity	Cloud-Based Computing	Additional Customer Connections		

BENEFITS OF HSI

- Low cost, low hassle, low complexity, quick install
- HSI cable insulation reduces interference for audio and video

ADD-ONS

- Astound Wi-Fi Pro
- Hosted Voice
- Business TV
- Static IPs



Business Class Internet (BCI)

A more powerful solution offering high-capacity, **symmetrical** speeds. Ideal for cloud-based applications requiring higher upload speeds.

STANDARD SYMMETRICAL OFFERINGS

50-100 Mbps	200, 300 & 500 Mbps	1 Gbps (1,000 Mbps)
Large-file downloading, basic Wi-Fi, Video streaming, frequent file sharing, numerous POS transactions Number of connected devices: 1 to 10	Multiple-server hosting, constant cloud-based computing, heavy online backups Number of connected devices: 20 to 30	Multiple-server hosting, constant cloud-based computing, heavy online backups Number of connected devices: 30+

BENEFITS OF BCI

Symmetrical Bandwidth - Improves connectivity to cloud-based applications and services with the same speed and file transfer speed

Scalable - Easily upgrade bandwidth or migrate to other services like DIA, Ethernet, or Wavelength

Future Proof - Additional Internet address options to meet the needs of your growing business

Commercial Support - We monitor our networks through our Call Center and provide responsive customer service 24/7

ADD-ONS

- Astound Wi-Fi Pro
- Phone & Hosted Voice
- Video Solutions
- Static IP (IPv4)



Wi-Fi Solutions

Step up to the coverage of TrueMesh™ technology with Astound Business Solutions.

Faster speeds. Greater stability. Broader range and reliability. Yes, your network can have it all — at a size and price that fits just right. And with multiple overlapping access points through TrueMesh™ technology, you can cover those frustrating weak spots and dead spots with wall-to-wall connectivity business-wide.

Features of Astound Wi-Fi Pro Include

- TrueMesh™ Wi-Fi Network
- Simple Network Set Up
- Automatic Firmware Updates
- Cybersecurity Features
- Easy App Management
- Multiple SSIDs (networks)
- Captive Portal
- Branded Guest Experience
- Bandwidth and Session Limits

KEY BENEFITS:

- Safeguard access and protect information with enhanced data encryption
- Enjoy wireless speeds up to 4,300 Mbps
- Create a customized guest Wi-Fi experience
- Enjoy the confidence of built-in security and compliance

Astound is the Business Choice



Astound has been recognized by PCMag's Business Choice readers as the **top Business Internet Service Provider (ISP) in the nation, ranking #1 in Overall Satisfaction** and 10 other categories, including:

- Installation / Setup
- Speed
- Reliability
- Ease of Use
- Value
- Management
- Customer Service
- Tech Support
- Repairs
- Likelihood to Recommend



Unified Communications & Astound Hosted Voice

The Power and Performance of Hosted Voice.

Greater flexibility. More functionality. Better value.

Our Hosted Voice is a cloud-based solution that outperforms traditional phone service in every meaningful way.

Scalability

Delivers what your business needs today, and grows with you into tomorrow.

Reliability

Combine Astound's Internet service with Hosted Voice for the ultimate in call reliability.

Value

Enjoy low, flat rates with unlimited local, regional, and long-distance calling. Plus, no need to purchase phone equipment.

Mobility

On-the-go employees remain connected with Hosted Voice features extended to their laptops and mobile devices.

Feature-Rich Phones

A full range of advanced web-based phones with easy and intuitive feature management.





Astound Hosted Voice and Ascend Unified Communications (UC)

Two great choices to meet your communication needs - Astound Hosted Voice and Ascend Unified Communications (UC). From simple phone-only deployments to large complex deployments that require integrations, we have you covered.

Astound Hosted Voice		Ascend Unified Communications			
Hosted	Hosted+	Essential	Pro	Enterprise	For Teams
Phone only	Phone, Mobile App, Desktop App	Phone, Mobile App, Desktop App	Phone, Mobile App, Desktop App	Phone, Mobile App, Desktop App	Phone, Teams Apps
<ul style="list-style-type: none"> • Voice 	<ul style="list-style-type: none"> • Voice • Chat • SMS 	<ul style="list-style-type: none"> • Voice • Chat • Meeting (4) 	<ul style="list-style-type: none"> • Voice • Chat • SMS <ul style="list-style-type: none"> • MMS • Meeting (100) • Intergrations 	<ul style="list-style-type: none"> • Voice • Chat • SMS <ul style="list-style-type: none"> • MMS • Meeting (200) • Intergrations 	<ul style="list-style-type: none"> • Voice and Business SMS integrated into Teams application
<p>Flexible cloud-based solution tailored for price-conscious small businesses</p> <ul style="list-style-type: none"> • Cost-effective phone-only solution for small offices • Value-based basic chat and SMS option available 		<p>Comprehensive communication system tailored for medium and large businesses requiring ultimate flexibility.</p> <ul style="list-style-type: none"> • Maximize effectiveness of hybrid and remote workers • Receive greater insights through advanced reporting and archiving • Maximized call flow efficiency through advanced call routing • Extend communications platform through APIs for integration with 100+ third-party apps (CRM, ERP, Ticketing Systems, etc.) • Leverage the latest technology with Meetings, Company Messaging, File sharing, AI assistant, Analytics, and more 			<p>Enhance your UC and Teams experience by seamlessly combining advanced telephone and SMS with Ascend for Teams Advanced embedded app</p>



Astound Hosted Voice Seat Types

Powerful, Cost-effective Communications for Your Business

Astound Hosted and Astound Hosted+ provide a straightforward and efficient communication solution tailored for your business.

Astound Hosted (Phone)

Enhance the quality and dependability of your business communications with Astound Hosted. Astound Hosted offers a user-friendly web portal for effortless management, along with essential features such as voicemail, visual voicemail, call forwarding, call screening, and the 'find me follow me' function.

- Price-conscious businesses
- Front-line staff or supervisors
- Office or hybrid workers
- Handset Required (Add-On)

Astound Hosted+ (Phone, Chat, SMS)

Effortlessly stay connected with customers and colleagues, no matter where you are. Astound Hosted+ encompasses all the features of Astound Hosted, along with additional capabilities such as chat, SMS, Softphone, mobile app, voicemail transcription, and meetings.

- Value-conscious businesses
- Office, mobile, or hybrid worker
- Supervisors, managers, executives
- Handset and/or desktop/mobile applications

In addition to the two seat choices, the Astound Analog Line is available exclusively for use with UC services.

The Astound Analog Line is used specifically with Astound Hosted Voice service to support other devices requiring dial-tone only. Typically not a phone.
For example: fax machines, postage machines, etc.



Astound Hosted Voice Applications

Success in today's fast-paced business world relies on effective communications. Connect with customers or co-workers from anywhere with a network that offers **scalability**, **reliability**, and allows you to easily **manage features**.



Astound Hosted+ (Desktop)

Access and control of your UC services from your computer

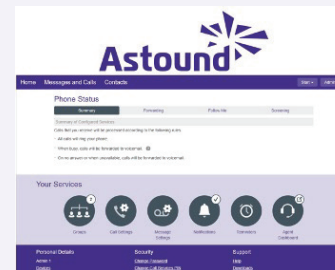


Astound Hosted+ (Mobile)

Access and control of your UC services from your cell phone

APPLICATION FEATURES

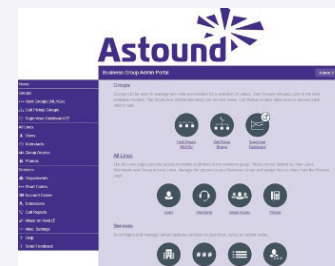
Web-based management UC services is at your fingertips.
Easy to use and administrate online.



Astound Phone Manager for Users

Easily manage individual feature options:

- Web-based access from anywhere
- Review call history
- Manage voicemail
- Configure call handling
- Manage contacts



Astound Phone Manager for Admins

- Used for management of the business group
- Auto attendant
- Multi-Line Hunt Groups (MLHG)
- Manage all user lines & phones
- Music on hold
- Extension Management
- Extensive Call Reporting

Available Phone Models for Astound Hosted Voice

Poly Edge E Series Desktop IP Phones

GOOD Edge E220



The Edge E220 is a great choice for users who need a reliable desktop phone offering a basic feature set. It's ideal for general in-office use and for serving common areas. It also works well as a backup phone for on-the-go employees.

Edge E220 Features:

- 4-lines (16 paginated)
- 2.8" LCD
- NFC
- 1 USB C
- Bluetooth® 5

BETTER Edge E350



For managers who require a more upgraded model with extended features and functions, there's the sleek and stylish Edge E350. The additional lines serve the needs of the busy mid-level manager, who regularly needs to field multiple incoming and outgoing calls at once.

Edge E350 Features:

- 8-lines (32 paginated)
- 3.5" LCD
- NFC
- 1 USB-C
- Bluetooth® 5
- Wi-Fi (AC)

BEST Edge E450



Designed and developed with the busy executive in mind, the Edge E450 provides a more ample array of advanced features and functions. These include dual displays for searching through larger contact lists, and Bluetooth® pairing for handling smartphone calls, and more.

Edge E450 Features:

- 8 + 6-lines (32 + 12 paginated)
- Support 1 EM
- 3.5" LCD & 2.4" 2nd LCD
- NFC
- 1 USB-C
- Bluetooth® 5
- Wi-Fi (AC)

*See your account representative for a full list of available phone models and features



Ascend Unified Communications Seat Types

Ascend UC is our world-class UCaaS Solution

Ascend UC is a fully-integrated unified communications and collaboration platform that combines a Cloud-PBX phone system, video conferencing, chat, screen sharing, file management, and more into a seamless experience.

Essential For the Standard Business User	Pro For the Collaborative Business User	Enterprise For the Power User
<ul style="list-style-type: none">• Voice Calling Internal and External• Mobile and Desktop App• Available Desk Phone (1)• Chat Functionality• SMS• Video Meeting (4 participants)• File Sharing (5GB/User)• Integrations - Chrome, Office365	<ul style="list-style-type: none">• Voice Calling Internal and External• Mobile and Desktop App• Available Desk Phone (5)• Chat Functionality• SMS/MMS• Video Meeting (100 participants)• File Sharing (50GB/User)• Integrations - Essentials Plus - SugarCRM, Zoho, Zendesk• Call Center Solutions	<ul style="list-style-type: none">• Voice Calling Internal and External• Mobile and Desktop App• Available Desk Phone (5)• Chat Functionality• SMS/MMS• Video Meeting (200 participants)• File Sharing (200GB/User)• Integrations - Pro Plus - Salesforce, Service Now, Netsuite, MS Dynamics and more• Call Center Solutions

*Express Seat is available for voice-only calling

**Resource Line is available for faxing



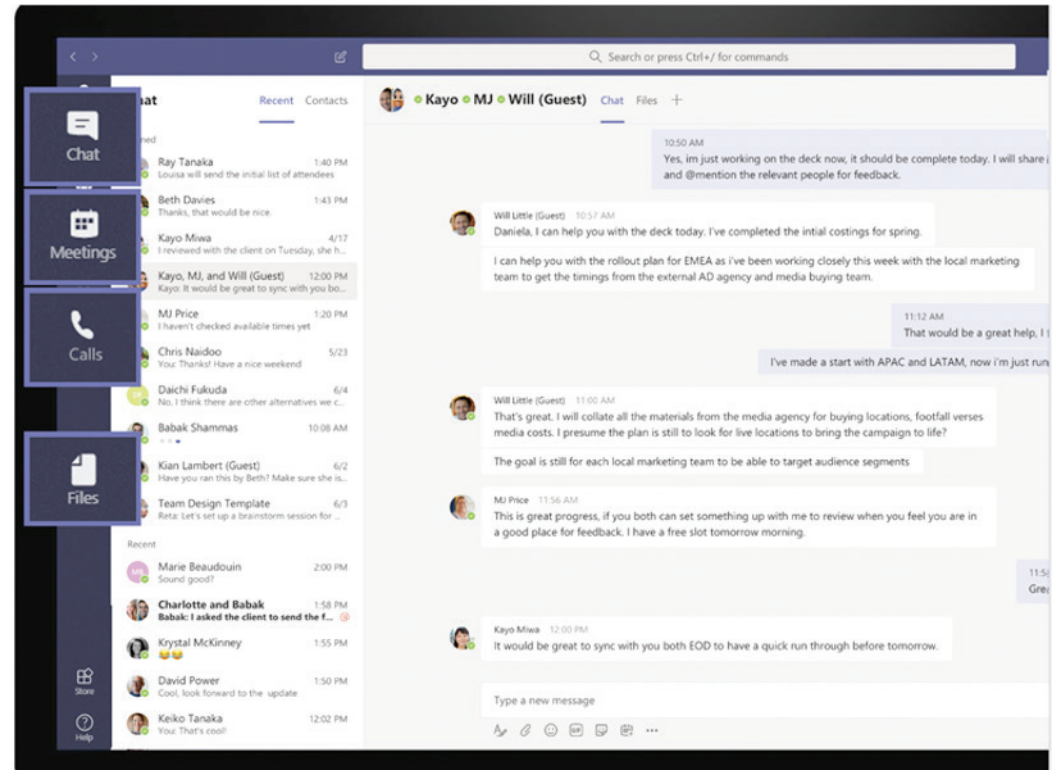
Ascend UC Seat Types - Microsoft Teams

Designed to boost the power and functionality of Microsoft Teams through the enterprise-grade Cloud PBX of Ascend.

UC for Teams Advanced

Designed for businesses who want Microsoft Teams for collaboration but need business texting and the advanced telephone features of an Enterprise PBX

- Desktop Phone & App
- SMS/MMS
- Integrated AI Functionality
- 13+ Full Third-Party Integrations
- Call Center Solutions



Microsoft Teams for Collaboration - Use Teams collaboration tools to manage chat, file sharing and video conferencing.

Ascend for Communications - Enhance your business communication with our enterprise-grade phone system, featuring integrated SMS and advanced call routing capabilities.



Ascend UC Applications

Ascend UC's world-class communications platform is packed full of hundreds of essential features for businesses of all sizes.

UC Features

Phone System and Hardware

Cloud-based phone service offering 100+ enterprise-grade calling features and excellent network quality and uptime.

System configuration and call reporting managed from a single web-based portal with built-in Spam Call Protection. Variety of plug-and-play devices available, pre-configured to cater to your business needs.

Mobile + Desktop Apps

The UC App transforms smartphones and computers into essential collaboration tools with calls, chats, video messages, advanced voice mail features, texting and presence awareness.

Messaging

Real-time communication with direct, private, and public channels for unlimited conversations, file sharing and more.

UC for Teams Advanced

For Teams user, enhance your communication with our UC for Teams Advanced integration, seamlessly combining UC's advanced cloud-based phone systems with Teams' collaboration features for a unified, single-app experience.

AI Assistant

Increase productivity using Generative AI to access information more easily and help with daily tasks right within the mobile and desktop app.

Meetings

Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers. Access to advanced features - like automatic meeting lock, virtual backgrounds, meeting transcriptions and more.

Call Center Features

Extended capability with supervisor monitoring, scheduled reports, extended storage, real-time dashboard, smart greetings, customizable call distribution and agent wrap time.

UC Enhanced Features

Archiving

Automatically capture and retain calls, chats, meetings and SMS to help ensure your communications are preserved and archived in one place.

Have continual historical access to your company's last 30 days of UC calls, video meetings, chats and SMS, Free 30-day archiving retains communication data for 30 days². For longer retention periods, upgrade to one of our 1-year to 10-year plans.

Contact Center

Voice, chat, and email queues combine into a single omni-channel experience. Customizable call flows provide exceptional customer interactions.

Company Messaging

Enable SMS (text) communication on your main or toll-free business number, giving your customers another way to engage with your business.



Ascend UC Phone Models

Plug-and-Play Yealink devices available at a variety of price points to ensure the needs of the end-user are met.

Mid-Tier



Wireless



Executive



Conference



- **User-Friendly Management:**

Intuitive web interface allows for easy management of phones

- **No IT Staff Required:**

Phones are pre-configured before installation

- **Phones are plug-and-play**

so if you need to move a phone, no call to IT is needed

- **Maintenance Free:**

We provide all maintenance and updates, reducing the burden on your IT team

- **Every phone is covered**

as long as your service is active

*See your account representative for a full list of available phone models and features



Ascend UC Integrations

Ascend UC Extend Integrations Platform connects powerful voice, chat, video meetings, and contact center functionality into everyday business applications

Driving higher productivity and increasing customer retention at no heavy cost.

Increase Productivity

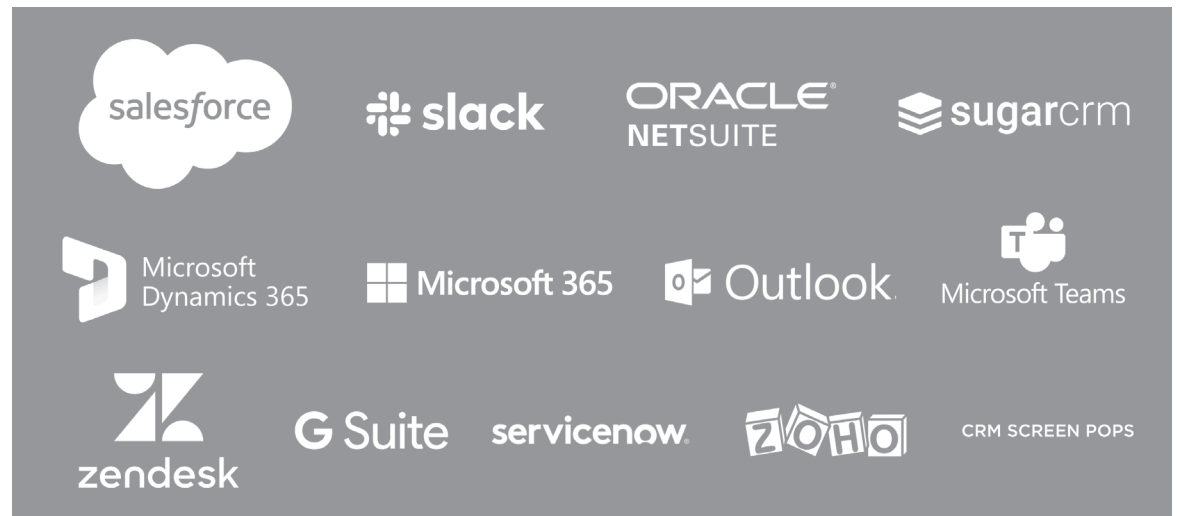
Improve employee and customer experience by enabling communication capabilities in everyday business apps

Better Customer Experience

Access relevant customer data at the right time to deliver a more personalized experience

Access Critical Data

Add employee calling and communication data to your business reporting tool(s)



HOW IT WORKS



VOICE



MEETING



ANALYTICS



CONTACT
CENTER



ADDRESS
BOOK



Developers use assets to build custom solutions to meet business needs



End-users use solution in apps and websites



Astound Business Voice

Keeping Your Organization Connected

Reliable phone services are critical to ensuring that your employees, customers, and vendors can stay in touch. Our local and long-distance services can provide you the means for customer care and technical support straight through to vendor management and sales enablement.

Business Basic Phone

Analog line for fax machines
and basic call functions

VS.

Business Phone with Call Manager

Feature-rich analog phone line
with management portal

With Astound Business Voice with Call Manager, you get:

- 30 productivity-enhancing tools
- Web-based portal
- Stay connected
- Unlimited local, regional, and long-distance calling
- Competitive international rates



Create a welcoming environment for visitors and customers. Let employees keep up with current events.



Offices, Lobbies, and Break Rooms

Relax with a crystal-clear live TV experience



Restaurants and Bars

Enjoy the action viewing big events



Waiting Rooms

Enjoy great entertainment

The best combo. The cable box without a cable. Simplified lineup.



- Bluetooth-enabled
- Google Assistant & TiVo Voice
- Quick-launch buttons
- Netflix, Disney+, Peacock and more*

STANDARD BUSINESS TV

Public View

Private View

Key Benefits

- **Set the Mood** - Provide a welcoming space for visitors and customers.
- **Flexibility** - The right package to fit your property needs.
- **Enhanced Experience** - Keep employees and guests entertained and informed.
- **Create Regulars** - Simple, easy, and varied entertainment keeps customers coming back.

* Refer to our website for local channel lineups and available add-ons.

A Giant Commitment to Small Business

Astound is always just the right size.

Get business-class high-speed Internet, voice, and video connectivity at a price small-to-medium sized businesses can afford — with friendly, accessible, local service that “brand name” giants aren’t set up to deliver. Welcome to business connectivity with a genuine personal touch. CONNECT. PERFORM. ASTOUND.

Astound delivers the ideal mix of capability and affordability, exactly what small businesses need in a full-service Internet Services Provider and Voice and Video connectivity partner.



SPEED

We offer the Internet speeds your company needs to excel at the pace of opportunity — today, tomorrow, and always. .



VALUE

Cost control is always a priority for small-to-medium sized businesses, which is why we offer a range of customizable solutions, products, and flat-rate services that are always right-sized for your budget.



SERVICE

Whatever products and solutions you choose from Astound, count on us meeting your needs every day with award-winning coast-to-coast service and outstanding one-on-one customer support — 24/7/365.





astoundbusiness.com/smb

1-833-249-2786