

MercuryTel Business Phone Service

With our unique combination of phone service, technology, and expertise, and backed by our amazing PhonePro support, MercuryTel is the business phone service you've been longing for. Scalable to meet the needs of organizations small and large, MercuryTel is packed with features, exceptionally customizable, and incredibly affordable. Your local and long-distance calling, Cisco® or Mitel® digital phones, and unlimited support are included in the fixed, monthly charge.

Advanced Capabilities

Until now, having your own phone system was the only way to get the most advanced capabilities—but phone systems are expensive! As the technology ages, costly repairs and upgrades are required, and phone system dealers charge for every add, move and change. With MercuryTel, there is no phone system to buy, and every feature is included at no extra charge, so your business can sound more professional, communicate more effectively, and work more productively, without the big phone system expense.

Popular MercuryTel features include:

Multi-location and Home Office Options

- Work from home as though you are in the office
- Connect multiple sites as one office
- Overflow calls between locations with how-to-answer tagging
- View presence and status across locations

Find Me/Follow Me Call Forwarding

- Call Forward to any number or multiple numbers simultaneously
- Find Me/Follow Me to multiple locations

Web Portal

- Manage users, ringing, and queues
- Listen to, delete, and forward voicemail messages
- Web browser

Whether you're a small business just starting to grow, or a mature company with well-established needs, MercuryTel has the features you need now, and capabilities you can use in the future.

Comprehensive PhonePro Support

Every MercuryTel customer gets unlimited access to our Comprehensive PhonePro Support, including:

- Unlimited changes. While you can make most changes through the web portal yourself, we're pleased to do them for you. Just contact our PhonePros—there's no charge.
- We monitor your network continually, allowing us to catch and address problems before you even notice them.
- The Cisco® switches we use are made specifically for digital phone service, and are able to proactively report to us cable faults and equipment exceptions that could affect call quality.
- With remote access to the equipment we install, our PhonePros are able to address concerns and make most changes off-site.
- Unlimited support, including on-site service, is included at no extra charge.
- Training for you and your staff on how to use the phones, web portal, software, and any customizations is available as often as you want, over the phone or on-site. In addition, cheat-sheets and training guides are in the web portal on the support tab after you log in.

The MercuryTel PhonePro Promise

- We're happy when you're happy. If you're not happy with your MercuryTel service, phone, or support, tell us and we'll fix it.
- We promise to prioritize support requests in sensible ways. Business-affecting service calls get top priority. Should you need us on-site for a business-affecting service issue, we'll be there as soon as possible.
- When you e-mail us, we promise to get back to you quickly, and always within 24 hours.
- We promise 100% MercuryTel phone switch availability.

Switch To MercuryTel Now...

Advanced capabilities, Cisco® or Mitel® digital phones, unlimited local and long-distance calling, and our amazing PhonePro training and support is only a phone call away. Call a Business Phone Sales Professional at 888.866.4638 extension 22.

Cisco is a registered trademark of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.
Mitel is a registered trademark of Mitel Network Corporation.
Microsoft and Outlook are registered trademarks of Microsoft Corporation in the United States and/or other countries.

2719 Ashman Street | Midland, MI 48640-4434
989.837.3790 | 888.866.4638 toll-free | 989.837.3780 fax
www.mercury.net | sales@mercury.net