HOSTED PBX TELECOMMUNICATIONS SYSTEMS

Penntelco is a specialist in building, operating and maintaining business telephone systems for small and medium sized businesses. We provide a uniquely customizable PBX phone system using VOIP technology based on the Asterisk platform, with knowledgeable local support engineers.

The Penntelco PBX system is designed for organizations with 5-100 phones and works across an infinite number of locations. Bring your own phone, use one of our recommended desk, wireless or conferencing phones, or transform any device (laptop, tablet, smartphone) into a phone for use on our system.

Music on Hold
Play music or commercials while caller is on hold

Call Waiting Indicator
Indicates Incoming Call and Caller ID while another call is in process

Conference Calling
After making or receiving a call, a user may conference in any third party or more for a Conference Call

Call Forwarding
Forward your calls locally or remotely using the phone or Web Portal

Intercom & Paging zones
Page designated extensions or overhead speaker to make an announcement. Use paging zones for targeted pages.

Call Parking
Place a call on hold and page another party to pick up the call, or pick up the call from a different extension

Conference Bridge
Multiple on-site and outside callers can simultaneously participate in password protected Conference Calls

Virtual Attendant
Inbound calls answered by a virtual receptionist where callers are presented with predefined options

Ring Groups
Routing of calls to multiple extensions or outside numbers for single users or multiple users

Direct Inward Dialing
Setup a telephone number to dial directly to a desktop phone or extension

Voicemail
Voicemail with an extension or use an Announce Only Voicemail to provide customers with a Recorded Message

Blind Transfer
Transfer a call to another Extension, Call Group, or Phone Number without announcing the party being transferred

Pennsylvania Telephone Company 866-TAP-0-PTC

Find Me Follow Me

Setup a personal assistant to Find You / Follow You at any location (cell phone, alternate number/location

Attended Transfer

Transfer a call to an Extension, Call Group, or Phone Number after announcing the party being transferred

Do Not Disturb

A desktop phone feature that Simulates a phone being off hook sending all calls directly to voicemail

Incoming Caller ID Routing

Route calls from a unique DID Number to any Auto Attendant, Call Group, Call Queue, Extension, or Phone Number

Call Scheduling

Allows routing decisions based on time and date with multiple scheduling options available

Fax to Email & Web

Ditch your fax machine and receive all inbound faxes by email. Send faxes online

Automatic Call Distribution

Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability and priority levels

Call Queue

Call queues are used to route calls in a first-In first-out manner to the appropriate Call Group or Extension

Toll Free Service

Service in which a toll free number can be routed to a specific Auto Attendant, Call Group or Queue, DID Number documents and send through a web portal

Web Portal

Web based user interface that allows users to manage settings, listen to voicemail of other extensions, view Call Detail Records and send faxes

Voicemail to Email

After a voicemail is received, a WAV File that can be played on your PC or Mobile Device is sent to your email including the Date, Time & Duration of the Call

Call Recording

Selectively record calls for training or documentation purposes

Incoming Call Blocking

Block Phone Numbers disabling them from calling your Hosted IP Phone System

911 Support and Compliance

We provide E911 Service whereas the phone number associated with your location is registered with the national E911 database

Call History Reporting

Access real-time user and call analytics from within your account in our client web-based portal

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With The Pennsylvania Telephone Company, you're choosing a locally operated and supported telephone service that is superior to all others because our system is the most customizable telephone service on the market and can be tailored to your exact needs.
We provide onsite training and support with locally based technicians.

www.penntelco.com
866.TAP.0.PTC