



Phone System Plan Comparison



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VoIP Phone System Plans

Choose from either Core, Standard or Premium plans, with plan pricing based on a monthly or annual rolling term and number of users on a plan. Plan features can be compared in the matrix below.

	Core	Standard	Premium
User Pricing Per User/Per Month	View Pricing on Website	View Pricing on Website	View Pricing on Website
Bundled Free Minutes Per User/Per Month Landline & Mobile	100 (UK & USA)	750 (UK & USA)	Unlimited (UK + 54 Countries)

Plan Features

Call Handling	Core	Standard	Premium
Call Routing & Forwarding	●	●	●
Time-Of-Day Routing	●	Unlimited	Unlimited
Voicemail / Voicemail to Email	Unlimited	Unlimited	Unlimited
Ring Groups	●	●	●
On-Hold Audio	●	●	●
Missed Call Alerts	●	●	●
Call Screening & Blocking	●	●	●
SIP Trunks	●	●	●
Voicemail Transcription	●	●	●



Multi-Level IVR Call Menus			
Phone Book Manager			
Dial By Extension			
Caller ID Routing			
Call Queueing			
Text to Speech			

Call Management	Core	Standard	Premium
Call Logs			
Call Recording	30 Days	30 Days	12 Months
Presence Indication (BLF)			
Caller ID Settings			
Hold, Transfer & Park Functions			
Call Monitoring			

Apps and Devices	Core	Standard	Premium
iOS & Android Apps			
Windows, Mac & Linux Apps			



Browser Based Phone	●	●	●
VoIP Phone Compatibility	●	●	●
Collaboration	Core	Standard	Premium
Conference Bridges	●	●	●
Business Instant Messaging	●	●	●
SMS	Up to 10 Bulk Recipients	Up to 25 Bulk Recipients	Unlimited
Analytics	Core	Standard	Premium
Call Feedback	●	●	●
Wallboard Statistics	●	●	●
Scheduled Call Reports	●	●	●
Admin	Core	Standard	Premium
Single Sign-On	●	●	●
Roles & Permissions	●	●	●

Workflow Enhancement	Core	Standard	Premium
Short Code Commands	●	●	●
Fax To Email	●	●	●
Application Programming Interface (API)	●	●	●
CRM & App Integration	●	●	●
Click To Dial	●	●	●
Webhooks	●	●	●
Cloud Storage Sync	●	●	●

Feature Add-Ons

Feature Add-Ons are available for plans where added functionality is desired.

Add-Ons	Core	Standard	Premium
12 Month Call Recording Retention Per User/Per Month	Available To Buy on Core	Available To Buy on Standard	Included in Plan

Call Costs

Per minute call rates can be viewed on our [Call Costs page](#).

Device and Desktop Apps

Our iOS/Android smartphone apps and Windows, Mac, Linux and Browser device apps are free to each user of Yay.com.