- **Premium 500**
  - **Product description:**
    - Telephone number (DID) included
      - All calls must show an originating DID, unavailable or restricted originating messages will not be accepted
    - Unlimited inbound calling included
      - Product is intended to provide 2 concurrent calls per Webex Calling license up at one time
        - Additional call paths may be purchased by contacting a sales representative at ccp@veracitynetworks.com or 855-725-3715
    - 500 minutes of outbound domestic and Canadian usage included
      - Minutes will be pooled for all licenses ordered
      - After the customer has exceeded all pooled minutes, there will be a charge of $0.0099 per minute
    - 911 services included
      - 911 taxes and fees will be in addition and vary based on city and state
    - International calling available
      - Customer must opt-in for international calling
        - To opt-in for international calling please email Veracity at ccpinternational@veracitynetwork.com
    - Toll-free numbers available upon purchase
      - can be added to any account and can point to a Premium 500 or Virtual DID
      - Monthly cost is $1.00 per number
      - Cost per minute is $0.0120
- **Virtual DID**
  - **Product description:**
    - Unlimited inbound minutes
    - No 911 service available
    - Intended for inbound calling
    - Product designed to accept 3 concurrent calls
      - Concurrent calls can be added in increments of 3.
      - To help facilitate larger Hunt groups and Auto Attendants contact a sales representative to help design larger inbound deployments at ccp@veracitynetworks.com or 855-725-3715
  - **Additional DIDs**
    - Additional DIDs can be ordered in an inactive state for a cost of $0.20 per DID
      - Up to 10 DID's may be activated at one time
    - All DID will point to a generic Veracity VM with instruction on how to activate the DID's
    - To activate inactive DIDs Veracity's website at www.veracitynetworks.com/activate-did

- **Trial**
  - **Trial description**
    - Provisioned to accept and receive 2 concurrent inbound and outbound calls per user
    - 500 minutes are allocated for inbound and outbound calls
      - After the 500 minutes have been used, PSTN will be disabled
    - After the trial period, Veracity will start billing you at our Premium 500 1 year agreement pricing
    - While 911 services are available, the product is not intended to be used for any 911 calls
      - All DID will be configured for the same address as it relates to 911 services
    - To activate trial please go to https://www.veracitynetworks.com/pstn-free-90-day-trial/
      - Upon completion of trial agreement numbers will be assigned and activated within 24 days
- **New customer implementation process:**
  - **Active new accounts with Veracity**
    - Contact a Veracity representative ccp@veracitynetworks.com or 855-725-3715
  - **Once the new account is set up in Veracity Billing:**
    1. Veracity will reach out to the VAR to coordinate a call with the customer to verify information
    2. Veracity will schedule a call with the customer and VAR to verify all information and schedule a tentative date to activate new numbers and port existing numbers
    3. Veracity will provision all services in our system and assign the numbers. Once all systems have been set up Veracity will send out an email confirming services have been set up
    4. 4 days prior to Veracity porting numbers, Veracity will confirm with the customer that the port date hasn't changed
       a. Veracity will also confirm with the customer and VAR all Webex calling licenses have been tested and are ready to go live
    5. After numbers have been ported, Veracity will send out an email confirm numbers have been ported
       a. Implementation timelines vary within 5-14 days depending on porting of phone numbers and/or number of availability