CANADIAN
HOSTED PBX SERVICES
MARKET REPORT

2016 EDITION

NBI / MICHAEL SONE
ASSOCIATES INC.
www.nbicanada.com

CANADIAN HOSTED PBX SERVICES MARKET REPORT, 2016 EDITION

TABLE OF CONTENTS

CANADIAN HOSTED PBX SERVICES MARKET REPORT, 2016 EDITION

TABLE OF CONTENTS (continued)

CANADIAN HOSTED PBX SERVICES MARKET REPORT, 2016 EDITION

LIST OF EXHIBITS

<div style="border:2px solid black; background:#8B2E2E; text-align:center; color:#E8A33D; font-style:italic; font-weight:bold;">

CANADIAN HOSTED PBX SERVICES
MARKET REPORT, 2016 EDITION

</div>

LIST OF EXHIBITS (continued)

About this Report

NBI/Michael Sone Associates' Canadian Hosted PBX Services Market Report, 2016 Edition continues our coverage of the Canadian market for hosted PBX (HPBX) services by examining the current state, size and composition of the market. In a hosted environment, such services provide organizations with many of the basic functions of a Private Branch eXchange (PBX) product such as accepting in-bound calls over a main number, switching calls to the correct destination, recording and playing back voice mail messages, placing out-bound calls from employee telephone stations and administrating the system from a central location.

There are multiple audiences for this report, including:

♦   Service providers currently or considering offering hosted PBX services;

♦   Networking equipment manufacturers offering application servers;

♦   Networking equipment manufacturers offering business telephone systems including key systems, PBXs, and IP-PBXs;

♦   Interconnects and Value Added Resellers (VARs) that sell, install and service business telephone systems and associated network services; and,

♦ New entrants focused on Internet, data and VoIP services such as cablecos, ISPs, ITSPs and VoIP service providers.

This report is organized into three sections.

Section 1, "*Introduction & Industry Background*", presents an introduction to hosted PBX services, industry background, the competitive landscape, types of HPBX services, and the business rationale.

Section 2, "*Canadian Market Overview*", shows the state of the market as of the second quarter of 2016, along with size and share analysis for a five-year period (2014-2018) based on revenues and seats. A discussion of major market trends is included.

Section 3, "*Service Provider Profiles*", presents descriptions of 14 leading providers of hosted PBX services. Two exhibits were added to each profile in this year's report: at the beginning of each profile we provide a three year view (2015-2017) of seats and revenues, while at the end we provide a list of service attributes, much of which is included in the Appendix (discussed in the next paragraph), but in more detail.

Finally, an Appendix that provides a comparison of features and other service attributes between the companies profiled in this report. To facilitate the comparison, providers are grouped based on their main target market (large, medium or small firms). This can serve as a reference for competitors and customers alike in assessing the various providers' offerings.

This report is part of NBI/Michael Sone Associates' series of research reports on the Canadian telecommunications industry. Our other reports cover SIP Trunking, Cloud Computing, Data Centre Hosting, Data Communications, Wireless Services & Devices, Internet Services and Digital TV Services.

NBI / MICHAEL SONE
ASSOCIATES INC.
www.nbicanada.com