

## Special Projects | Bespoke Configurations

Larger, more complex phone systems are possible using **ring-u** hardware, but may require system enhancements and expanded support from our staff.

### Past Examples:

- A school system wanted to be able to use Grandstream GSC3505 speakers for announcements, which we did not support at the time.
- A hotel needed support for Grandstream GXW4216 and GXW4224 hotel POTS (plain old telephone service) adapters.
- A multi-national logistics company needed VPN support for a location to bypass national firewall rules
- A multi-location professional firm needed non-standard ports to bypass restrictive ISP firewall rules.

These cases required software development, support, and time beyond the needs of a typical **ring-u** customer. For cases we deem broadly applicable and of benefit to the majority of our customers, **ring-u** does not charge for system enhancements. For features deemed not broadly applicable or Bespoke, **ring-u** charges customers \$249.95 per month & up.

What we ask do ask of our customers involved in larger or special projects is:

- **Communicate** - Share your big picture: goals, schedule and metrics for success. If we can't help you succeed, we will save both of our time.
- **Schedule** - When possible, schedule maintenance and configuration windows in advance. We'll help you with a 3 hour system installation and test, but we need to make sure we have staff allocated to accommodate you. We understand the need to do telecom installs and maintenance after hours and on weekends, but we appreciate advance notice and coordination.
- **Hardware** - We support a lot of niche hardware, including [Relay Control](#), and some arcane telecom equipment. Most of it can be manually configured onsite. If you want the Hello Hub to auto-configure your "Acme WhizBang #42" or whatever, consider sending us a unit to use in development.

**Note:** Currently Yealink and similar phones with broken faux-encryption in JavaScript are not something we can auto-configure. We keep a list of [Autoconfig Supported Phones at a Glance](#).

- **Limits** - There are limits to what we can do remotely. If you don't understand why "Double NAT" or a "/16 subnet" is bad mojo, or UDP jokes, please hire a networking professional to help you. If they don't understand such, find a real network technician.

### Bespoke Features (add-on)

Occasionally we get a customer who wants features and/or logic that is not part of our regular offerings that are built into the above plans. We are willing to look at those wants/needs on a case by case basis. If we agree to the request, this is the minimum charge for the initial coding creation/changes as well as the ongoing fee to support a unique configuration.

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