



Upgrade Your Communications Service

Are you ready to upgrade your communications services? Our hosted IP PBX brings a big-business phone system to you at a lower cost - and it's easy to use and easy to manage. Using the latest voice-over-internet technology on our state-of-the-art network, you can efficiently use just one internet connection for all your voice and data communications needs. If you don't have the resources or the desire to purchase, set up and maintain your own telephone systems then this is the communications solution for your business.

Easy Management and Administration

- Move, add or change individual phone services at the click of a mouse.
- Tailor calling features to individuals or groups. Control services like call forwarding, simultaneous ringing and call rejection through our web portal.

Standard and Premium Service Levels

Whether you're a small "mom 'n' pop" shop or a growing small or medium business, we have the right solution to fit your company's needs. Our service delivers you a powerful, full-featured, business-class phone system without the cost or hassle of having an on-site system installed.

The standard service is packed with useful calling features such as business class phones, short code dialing, lines and numbers that appear on multiple phones, call pick-up groups, music on hold and an attendant console.

Premium service adds additional communications capabilities to our standard offering with features such as unified mailboxes for fixed and mobile voicemail and fax messages; an automatic attendant; support for remote workers; automated call distribution and more.

Real Business Benefits!

Focus on your business – not your phone system:

- There's no equipment to install, maintain, or occupy space on your premises.
- Your own administrators and users can easily manage and control all communications and phone features from any web browser.
- You'll never need to run separate networks for voice and data again.

Always Have the Latest Technology

- Existing phone systems can easily integrate into this hosted IP PBX service — providing better support for home workers and satellite offices.
- This could be the last phone system you will ever buy. Feature upgrades are done automatically in our service cloud with no action required by you.
- Our highly-flexible infrastructure can grow as you grow – no matter how many locations you have – and you'll only pay for what you use.

An End-to-End Secure and Reliable Solution

- We deliver a high-quality, reliable solution from our service cloud over our robust IP network with local support and 24/7 management.
- Our network will automatically handle calls and messages during power outages. In case of disaster, employees can forward calls to their home or to their mobile phones.

With Hosted IP PBX Service, Get the Features You Really Need

Hosted IP PBX service delivers you the power of a PBX over your company's existing T1 line or broadband Internet connection. All you need at your business locations are the business phones that operate on your business LAN (and we provide those too!). Bundle Hosted IP PBX service with our high-speed Internet service and save money on the fully-managed service.

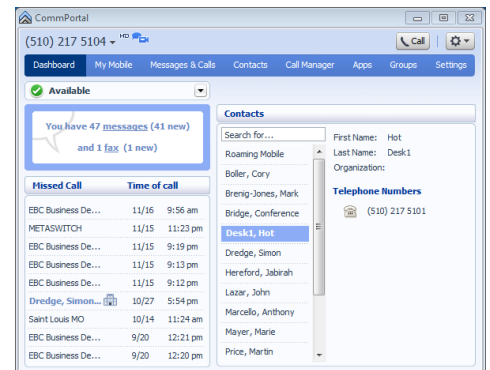
Features of our standard service include:

- Caller ID, including name and number
- Voicemail
- Call forwarding
- Call transfer
- Speed dialing
- Find Me Follow Me
- SimRing (ring up to 5 phone numbers simultaneously, including cell phones)
- Call hold, including music on hold
- Attendant Console
- Web portal for do-it-yourself changes and feature activation and management.

Take control

Through our easy-to-use web portal, you have complete control over how your phone system is set up and used. Easily make changes to your Multi-Line Hunt Groups or Multiple Appearance Directory Numbers, enable/disable phone settings such as call forwarding, short dial codes, sequential and simultaneous ringing, and much more.

Our Hosted IP PBX service allows for a central administrator such as an office manager or secretary to change settings on phone lines for the entire business group and for individual users to have the same easy-to-use control over their own extensions and IP phones.



Integrate Branch Offices, Remote Workers and Telecommuters

The way people work is changing. In addition to their usual office, people are working from home and on the road: they need access to all their voice and data services from anywhere. Add in the CommPortal Communicator tool and you can extend services such as voice, video, presence and instant messaging to your PC, to the web and to mobile handsets – it's ideal when your team members are working from home, on the road or just on the go. As an individual user, you could:

- Use your mobile phone and PC just like an office extension.
- Seamlessly link your contacts on desktop, web and mobile.
- Prioritize who can reach you, where, when and on which device and which number.
- Receive all your voice and fax messages in a single mailbox. Convert voice messages to text.
- Dial with a single click.



Company-wide available features

- Attendant Console (hardware or software-based)
- Auto Attendant
- Automated Call Distribution (ACD)
- Shared Line Appearance
- Multiple Appearance Directory Number (MADN)
- Call Pickup Groups
- Multi-Line Hunt Groups
- Skills-based call routing
- Business Group Dialing Plan
- Find Me Follow Me
- Selective Call Rejection
- Anonymous Call Rejection
- Screening List Editing
- Special Intercept Announcements
- Music on Hold
- Click to call (with Desktop Assistant)
- Outgoing Call Blocking
- Mandatory or Optional Account Codes
- Toll Restriction
- Intercom dialing
- Conferencing
- Remote Worker support
- Mobile worker support
- Support for fax and POTS lines
- Web-based administration for easy moves, adds and changes

Individual user available features

- Direct Inward Dialing
- Incoming call manager
- Self-service handset configuration
- Caller ID/calling name (delivery and blocking)
- Call waiting (with or without caller ID)
- Find Me Follow Me (configurable via web portal)
- Do not disturb
- SimRing (simultaneous ringing)
- Distinctive ringing for internal/external calls
- Directed call pick-up
- SIP Call Forking (sending a call to multiple devices)
- Call rejection (anonymous or selective)
- Call forwarding (unconditional, busy, selective, fixed)
- Call park/retrieve
- Voicemail, message-waiting indicator, speech-to-text conversion
- Station-to-station intercom dialing
- Automatic recall (AR) and callback (AC)
- Account codes (mandatory and optional)
- Short codes (group and personal)
- Attendant console (line state monitoring)
- Integration with your PC
 - CommPortal Assistant – PC integration for call control, message management and contact lists. Click to Dial.
 - CommPortal Communicator softphone
 - Widgets
- Agent login/logout

Choose the features that fit your needs:

Standard Hosted PBX Highlights	Benefit To You
Business-class handsets	Easy to use, integrated directory, simple adds/moves/changes
Business group dialing and short codes	Quick-dial colleagues, including in other offices and external numbers
Call pickup groups	Easily take calls for colleagues in your work group
Account codes	Manage costs on a project or department basis
Shared line appearance, Multiple Appearance Directory Number	Lines appear on multiple phones with associated key, inbound calls can be sent to any or all available phones. Great for small teams without a live receptionist.
Call hold with music or message	Efficient use of idle time when callers hold. Custom announcements to promote your business
Easy Attendant	Receptionist can see who is on the phone and easily transfer
Administrative web portal	Delegated administration – end users and administrators can easily control phone settings.
Turnkey installation training and support	A complete business-class phone system supported by our knowledgeable support staff.

Premium Hosted PBX Highlights Benefit To You

All the features of the standard package plus:

Unified Communications	Increase employee productivity by routing office and mobile phone voicemails to one mailbox. View and save voicemails online through a web browser. Convert voicemails to text.
Premium Attendant with dial-by-name directory	Ensures effective call handling and projects a professional image. Adjust based on time-of-day, or enable during closed hours only.
Multi-Line Hunt Groups (MLHG)	Maximize customer service / support teams' productivity.
Desktop Assistant Dashboard	Improved productivity through streamlined control of all communications from any PC whether at home or in the office. Redirect calls from your PC. Smoothly manage contacts with an advanced contact manager. Available for Windows 7, Vista and XP.
Telecommuter support	Telecommuters become part of the main office system; improving communications and employee benefits.
Widgets	Get quick access to call lists, conferencing, quick dial and other CommPortal features from Windows, MacOS and even iGoogle.

Mobile Phone Features Benefit To You

CommPortal Communicator	A voice-over-internet softphone available on your mobile.
Integrated contacts list	Keep your directory synchronized in all locations where you access it, including your mobile phone
Visual Voicemail	Use one mailbox for all your messages on mobile and fixed services. See a list of your messages, listen to them, manage them all from your mobile phone.
Conference	Invite attendees and moderate audio conferences using your mobile phone.
Call Jump	Switch a conversation to a fixed line mid-call. Use the phone that's most convenient for you, improve call quality if coverage is inadequate – and save your mobile minutes too.
Phone Remote	Set up landline calls directly from your mobile phone – save your bundled mobile minutes or save on hotel calling rates.

Available for smartphones and tablets running iOS or Android. Some features available on Blackberry too.

We deliver the features your business needs in today's competitive business environment!

Hosted IP PBX is Built on Metaswitch, a leading global provider of telecommunications technology.

Metaswitch, Metasphere and CommPortal are trademarks of Metaswitch Networks. Other brands and products referenced herein are the trademarks or registered trademarks of their respective owners. Feature availability may vary.