

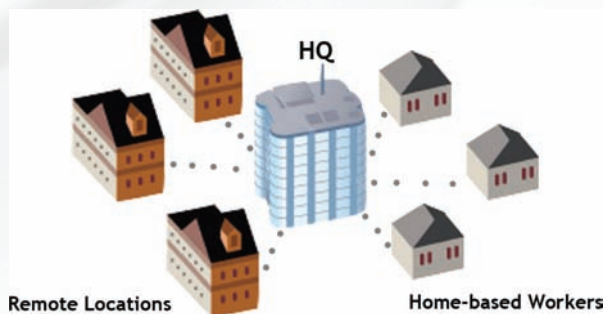
# Hosted IP PBX

The ITS Hosted IP PBX is a business voice service that is fully customized to meet individual customers needs. Our Hosted IP PBX is designed specifically to provide small and medium businesses with all the features relied on in today's business world.



## Advantages of the ITS Hosted IP PBX:

- Minimizes the need to buy, install or maintain equipment;
- Affordable priced plans;
- Features that work between all offices and employees, regardless of geographical location;
- Free calling between all users on the service;
- Available upgrades include electronic faxing; Automated Attendant and Automatic Call Distribution (ACD);



## How Does the ITS Hosted IP PBX Work?

The intelligence and features of an on-premise phone system are provided by centralized servers in our network. Phones and other IP end points in your offices communicate with these servers over the internet. You get the advantage and benefits of an expensive phone system without the capital expense or maintenance costs.

## Benefits of the IP PBX

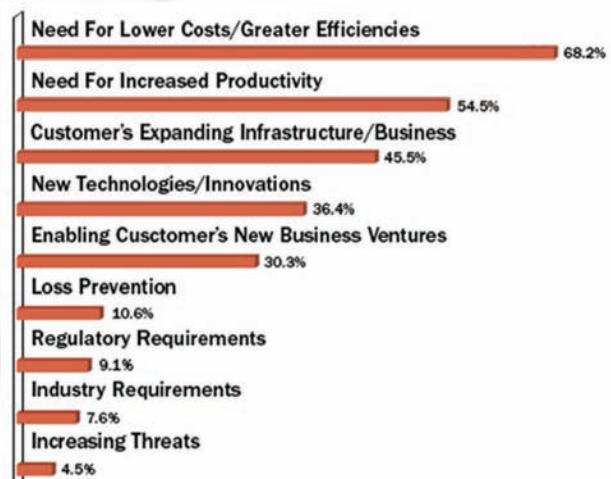
The ITS Hosted IP PBX service for small to medium sized businesses is extremely flexible, scalable and easier to maintain than tradition premises-based systems, and it's custom built to customers specifications.

### Additional Benefits:

- Adding users or new features requires no on-site hardware changes.
- Configuration via a powerful Web Interface provides the flexibility to add, change, delete or move users quick and easy, rather than taking days or weeks.
- Because it's hosted, it is scalable to accomodate up to thousands of seats very quickly.

## Drivers of VoIP Adoption

According to the 2008 State of Technology - Networking Survey conducted by Everything Channel ([www.crn.com/networking](http://www.crn.com/networking)) below are the reasons businesses consider implementing VoIP.



As you can see, the top two reasons that businesses consider VoIP are for cost reduction and efficiency/productivity improvements.

# Hosted IP PBX Enhanced Features Include

**Extension Dialing and Call Transfer** provides reliable PBX quality extension dialing and transferring of calls within your entire organization regardless of physical location.

**Voice Messaging** not only captures calls when you are busy or not available, both on the phone and via email, but also allows you to distribute and forward recorded messages within your organization. Messages can be sent to a single person or to group distribution lists.

**Find Me/Follow Me** ensures you'll never miss an important call. It re-routes calls placed to to your office line up to six (6) simultaneous or sequenced numbers that you can keep updated from any web browser.

**Call Groups** allow you to create and maintain your own list of phone extensions that efficiently answer incoming calls, by either blast or sequential groups.

\*Available for additional fee.

**Softphone** turns any computer into a fully functional telephone. Using a headset or microphone and speaker, you can make and receive phone calls over the Internet right from your computer.

**Auto Attendant\*** allows you to design and implement your own professional call answering service (IVR) to handle incoming calls to your business.

**Automatic Call Distribution (ACD) \*** with Calling Queues allows you to automatically route calls to appropriate agents and to determine how calls get distributed through prioritizing and managed routing. It allows you to direct callers to different call menus based on the telephone number they call and personalize each number with music on hold. You can also control the time between calls for each staff member and more.

## Our Full Suite of Features Comes Standard with the ITS Hosted IP PBX

- 3-Way Calling
- 411 Calls
- 7-Digit Dialing
- Anonymous Call Blocking
- Auto Redial
- Call Forward
  - If Unavailable
  - Power Fail
  - Selective
  - Variable
- Call Hold
- Call Privacy
- Call Return Speed Dial
- Call Transfer
- Call Waiting/ Cancel
- Caller ID Name/ Number
- Call Waiting w/ Caller ID
- Click-2-Dial
- Customizable On-Hold Music/  
Messages can be added
- Do Not Disturb
- E-911 Service
- Free Calls to Other Subscribers
- Local Number Portability
- Message Notification
- Message Waiting Indicator
- Off-Net Calling
- One Touch Call Return
- On-Net Calling
- Outgoing Caller ID Block
- Simultaneous Ringing
- Soft Phone
- Toll Free Numbers
- Unattached Numbers
- Voicemail
  - Voicemail Call Forwarding
  - Voicemail to e-mail
- Web Based Attendant Console
- Web Monitoring Tools

The Hosted IP PBX is another service brought to you by ITS in an effort to fulfill our commitment to provide our Clients with complete technologically advanced communications solution. We provide our Clients with the confidence on their core business knowing that their communications solutions are being looked after by ITS.

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