



## Apptix Voice over Internet (VoIP)

*The enterprise class alternative to costly telephone systems and expensive long distance bills*

Apptix Voice an affordable enterprise-class alternative to costly internal PBX systems and expensive long distance bills. Our hosted IP PBX telecommunications services are tailored to the needs of small and medium-sized businesses and can save you up to 40% on your monthly telecommunication costs.

Based on Voice over Internet Protocol (VoIP) technology, Apptix Voice allows organizations with a high-speed Internet connection to make unlimited calls anywhere in the U.S. and Canada. In addition to great calling plans, Apptix Voice offers all the features that you would expect from an enterprise-class phone system, such as Find-Me/Follow-Me...and more.

### Apptix Voice Highlights

#### Significant Cost Savings

With unlimited long distance calling in the U.S. and Canada and affordable monthly service plans, Apptix Voice can help provide significant savings on your monthly telecommunications bills. Because Apptix Voice is a hosted solution, there is no expensive PBX system to purchase and maintain.

#### Reliable Business-Grade Service

Apptix Voice is a fully redundant solution. We provide our customers with a 99.9% up-time SLA. Calls are made over a managed network to ensure the best possible voice quality.

#### Management Made Easy

Manage your phone system anytime/anywhere with our easy-to-use Web-based management tools. With Apptix Voice no dedicated staff or telecom specialist is required to manage your service. Because you have a vested interest in your existing phone numbers, Apptix Voice supports Local Number Portability (LNP) so you can "take your numbers with you." We also provide you with Directory Assistance (411) and Directory Listing (White Pages) capabilities.

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Apptix Voice offers the following standard features:

- **Auto-Attendant**—Add a "virtual" receptionist to your team with this powerful, automated capability. External callers can select from a menu of options, dial-by-name or dial-by extension to reach the department or person they need.
- **Professional Call Management**— Enjoy the benefits of business-class call management capabilities, including extension dialing, call transfer, call forwarding, call waiting, email to voice mail and more!
- **Web-based Management & Administration**— Quickly and easily perform moves and changes to your phone system right from a Web browser.
- **Branch Office Support**— Manage and remotely administer extensions at other locations or home-based offices as easily as if they were in the same office.

Optional Features include:

- **Outlook Integration/Telephony Toolbar**— Allows you to match incoming calls with contact management records and initiate outgoing calls from within Outlook Contacts. The Telephony toolbar enables users to make and accept telephone calls, and manage personal call control options right in Microsoft Outlook or Internet Explorer.
- **Mobility**— Find Me/Follow Me and Remote Office features provide even the busiest "road warriors" with a way to stay in touch.
- **Call Center Support**— Delivered as an on-demand service, Apptix Voice Call Center can establish call center capabilities anywhere in the world to support remote staff and highly mobile workers. All your team requires is a minimum of a broadband connection – there is no longer a need for additional hardware or traditional phone lines.

# Apptix Hosted Voice over Internet (VoIP) Specifications Overview

<b>Standard Plans &amp; Equipment</b>	<p>User-based service (defined as someone making/taking calls), may be mixed and matched for User need per account:</p> <ul style="list-style-type: none"> <li>• PREMIUM: Unlimited U.S. &amp; Canada calls. Includes integration with Outlook and Internet Explorer</li> <li>• BUSINESS METERED: 500 minutes bundled inbound/outbound. 5 cents/min overage.</li> <li>• BASIC: Unlimited U.S. &amp; Canada calls.</li> <li>• VoIP TRUNK KEY or PBX: Unlimited U.S. &amp; Canada calls utilizing the Internet rather than phone lines.</li> <li>• VIRTUAL WORKER: Voice mail and call forwarding to a personal cell phone.</li> </ul> <p>Apptix voice sells only Polycom Handset SIP Phones &amp; peripherals. However, Apptix Voice can support other phone manufacturers if the customer already has an investment in SIP phones (Manufacturers include: CounterPath, Linksys, Cisco. Please speak with Apptix Voice Sales for details and support limitations)</p> <p>Routers required for 5+ Users per location. Insures top call quality by managing your bandwidth. Records network conditions during calls and uploads each call info to our statistics server for detailed analysis.</p> <ul style="list-style-type: none"> <li>• Ethernet Routers: EdgeWater Network Routers</li> <li>• T1 Routers: EdgeWater Network Routers</li> </ul> <p>Customer-required high-speed Internet. Options include Cable; Business Class DSL; T1 (bonded T1) or Fiber as long as the customer's broadband connection can support 80KB per concurrent call.</p>
<b>Advanced Call Features &amp; Optional Add-on Services (Plan-specific)</b>	<p><b>Auto Attendant*:</b> Add a "virtual" receptionist to your team with the powerful, automated capability. External callers can select from a menu of options, dial-by-name or dial-by-extension to reach the department or person they need.</p> <ul style="list-style-type: none"> <li>❖ Free with 4+ Users per account.</li> </ul> <p><b>Unified Messaging:</b> Voice mail to email</p> <p><b>Three-way Calling</b></p> <p><b>Mobility:</b> Find Me/Follow Me and Remote Office features, including "soft-phone" software-based telephony interface running on a PC, provide even the busiest "road warriors" with a way to stay in touch.</p> <p><b>Music on Hold:</b> Upload an audio file containing music, advertising, or customer updates for callers to hear while on hold.</p> <p><b>Telephony Toolbar:</b> (Premium): Make and accept telephone calls and change your telephone settings from within Microsoft Outlook, Internet Explorer or Mozilla FireFox. Incoming calls are checked against your Outlook contacts so that you can easily see who is calling. Browsing the Internet? Simply point and click to initiate an outgoing call—right from a Web page.</p> <p><b>Call Center Application:</b> Establish call center capabilities anywhere in the world to support remote staff and highly mobile workers. Your team members require only a broadband connection—no need for additional hardware or traditional phone lines.</p> <p><b>Reception Console:</b> This PC-based program provides your receptionist with a graphical view of the phone system, and enables them to efficiently answer and route inbound calls with the click of a mouse.</p>
<b>Basic Call Features (Included Free)</b>	<p><b>Extension Dialing; Voicemail; Caller ID; Call Return; Call Forwarding</b></p> <p><b>Web-based System Management Tools/ Branch Office Support:</b> Quickly and easily perform moves and changes to your phone system directly from a Web browser. Manage and remotely administer extensions at other locations or home-based offices as easily as if they were in the same office.</p>
<b>Existing Phone Numbers / Lines</b>	<p>Yes you can keep your existing phone numbers. Local Number Portability (LNP) allows you to keep your existing phone number or range of phone numbers. When you purchase Apptix Voice service, please let us know that you will need your numbers ported—it takes between 15 and 30 days for your numbers to be released by your existing phone company.</p> <p>Apptix Voice is based on Users in which each User gets a package. Lines are virtual in the system.</p>
<b>VoIP Trunk Options</b>	<p>VoIP Trunk is very much like any other telephone line, the only difference being that the Trunk calls are made over an Internet connection rather than a traditional landline connection.</p> <p>Use your current phone or PBX equipment. All calls to the continental US and Canada are free. When you move, take your numbers with you no matter where you move.</p>
<b>Guaranteed Reliability</b>	<p><b>99.9% SLA:</b> With our redundant and geographically-diverse servers and datacenters, Apptix guarantees an SLA. Apptix Voice is delivered via multiple service points located in Golden, CO and Los Angeles, CA.</p> <p><b>US-based Phone support:</b> 24/7 live customer support, including after-hours emergency support via toll-free number.</p> <p><b>High Voice Quality:</b> Calls are made over a managed network to ensure the best possible voice quality.</p>