



ENTELEGENT
SOLUTIONS



Managed VoIP Telephone System

Introduction

Every day, hundreds of businesses of all sizes discover the benefits of Voice over Internet Protocol (VoIP) technology. VoIP is the logical next step in the evolution of telephony. Unlike legacy telephony – most of which was based on standards and technologies that date back over 100 years – VoIP telephones don't require conventional telephone lines or a local telephone company, yet they are interoperable with every other telephone on the planet.

EnTelegent Solutions has the technology to move your business telephone system into the Internet age. Our Business Internet Telephone systems streamline, unite, and consolidate your business operations, while delivering quality, reliability, and features superior to your existing telephone system. And we can save you money – often up to 50% or more – on your monthly telephone expenses.

The world of business communications has changed... drastically. The arrival of the Internet encouraged a switch from paper to electronic communications. Internet connections have become faster, cheaper, and nearly universally available. At the same time, the rise in popularity of cell phones and smartphones means many business people have two or three phone numbers – but having more numbers doesn't always make them easier to reach.

Welcome to the Future

The move to VoIP is accelerating as AT&T prepares to decommission the Public Switched Telephone Network. In testimony before the FCC in late 2009, AT&T stated, "The Commission should promptly take steps... to facilitate a prompt and efficient transition to broadband and the retirement of the PSTN". In other words, the operator of the world's largest landline telephone network is declaring the demise

of the network they built and operated for over 100 years.

Why is AT&T throwing in the towel? Because VoIP delivers productivity features – such as advanced call routing and forwarding, conferencing, and voicemail – that are not available with traditional telephone systems. And VoIP does it cheaper, without sacrificing call quality or reliability.

The EnTelegent Difference

At first glance, all VoIP telephone systems appear to do exactly the same thing: They deliver telephone calls using an Internet Protocol (IP) connection instead of a traditional telephone line. In a world of interoperable standards, many VoIP systems appear to be the same.

By contrast, the EnTelegent Managed VoIP Telephone System stands apart from other VoIP solutions as the only fully managed and monitored, end-to-end VoIP telephony solution on the market today. The EnTelegent system was designed from the outset to provide outstanding features, call quality, and reliability while reducing complexity and lowering communications costs.

EnTelegent employs a unique blended architecture that combines an on-premise IP ePBX — called an EnTeleBox — with a suite of hosted services. The EnTeleBox ePBX provides users with a level of call quality and system reliability that typical hosted VoIP solutions simply can't match.

How it Works

Like other VoIP telephone systems, EnTelegent Managed VoIP routes voice calls over the Internet, rather than over the traditional public switched telephone network (PSTN). Unlike purely hosted VoIP services, EnTelegent's Blended Architecture

puts resources where they make the most sense. Features and functions that require heavy-duty storage or processing power are hosted at one of our high-reliability data centers. The critical voice traffic is managed on the customer's premise using our EnTeleBox ePBX.

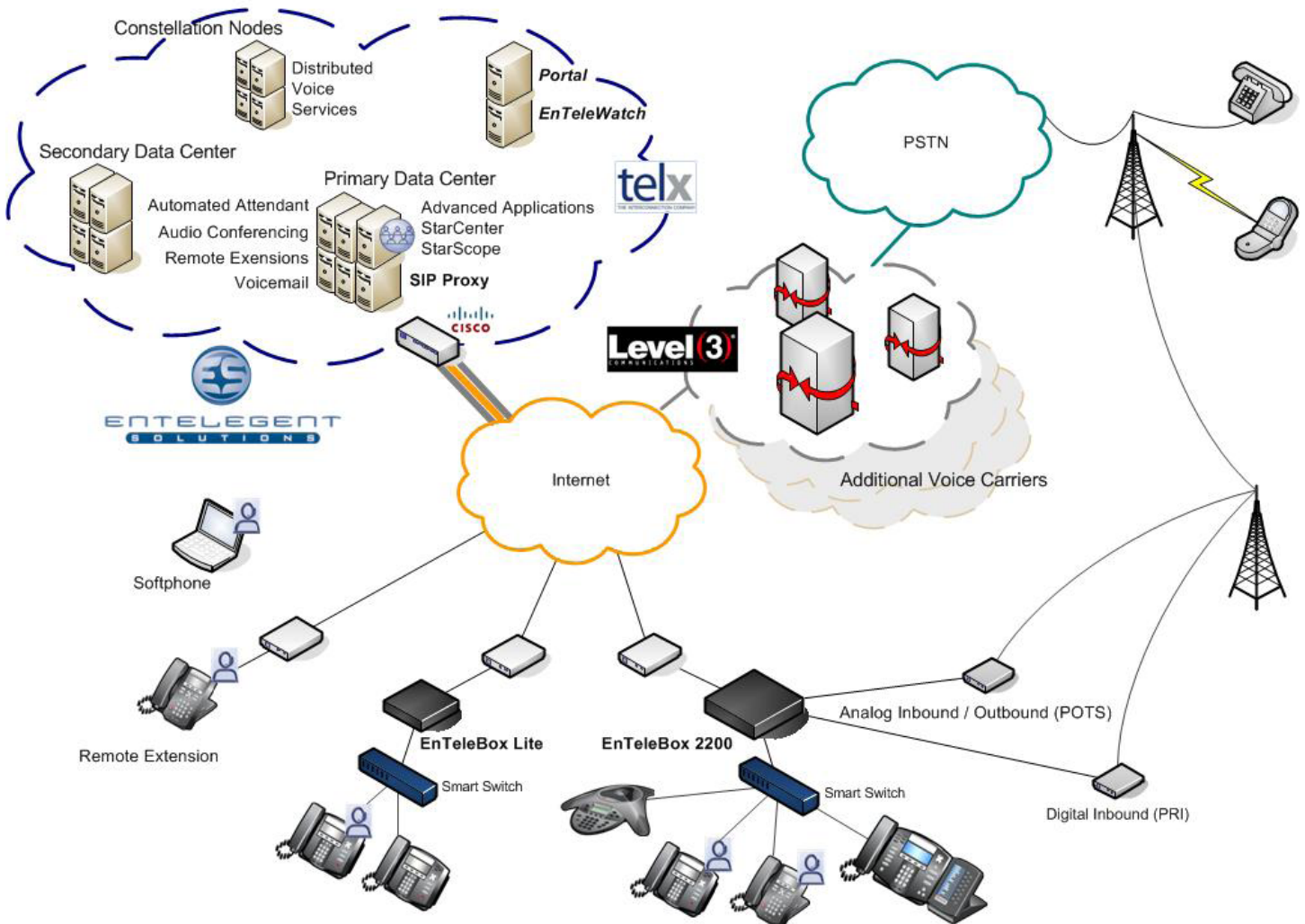
EnTelegent's unique architecture means that EnTelegent customers deal with a single vendor and receive a single, easy-to-read invoice for their telephone equipment and service. But the EnTelegent architecture provides many additional benefits, including these key features:

- **True business quality voice connections:** Over the past 100 years, we've all become accustomed to clear, reliable, intelligible voice connections over the PSTN. Many VoIP systems fall short on sound quality, but EnTelegent's Blended Architecture delivers crisp, clear audio on every call.
- **Excellent multi-location operation with line pooling across locations:** Unlike conventional

landline-based systems, EnTelegent Managed VoIP "lines" are virtual, not physical. This means that if your company has multiple locations, you can share a pool of lines across several locations, which can provide tremendous savings. Furthermore, inter-office calls (including conference calls) are always free, no matter how long you talk.

- **Intelligent call routing:** Our patent-pending Constellation call routing technology routes calls over the best possible path, not just the shortest. Constellation can sense and avoid regional Internet congestion points, so your calls connect quickly and with the least possible delay. Inter-office calls don't even leave the building – our EnTeleBox ePBX contains its own call-routing intelligence, so you don't use two call paths to call the office next door.
- **Best-in-class failover protection from Internet or power outages:** If your office power or Internet

Architecture Overview



connection goes down, we've got you covered. Depending on the source and severity of the failure, the system can automatically reroute calls to other offices, to key employee home or cell phones, or to voice mail.

- **Disaster Portability:** In the event that your business location becomes unusable due to a fire, flood, storm, or other disaster, you can unplug the EnTeleBox ePBX and move it to another location. This exclusive feature allows you to quickly get back to business using an Internet connection in a hotel or rented office space.
- **Proactive, automatic 24/7 system monitoring:** Everyone loves surprises, but not from their phone system. Our exclusive EnTeleWatch technology checks the connectivity and voice quality of all EnTelegent Managed VoIP systems every 30 minutes.
- **Unlimited voicemail and conference calling:** Many VoIP providers charge extra for things like voicemail, conference calling, and paging. All of those services are free and unlimited with EnTelegent.

What You Need

The EnTelegent Managed VoIP system consists of three components: EnTelegent Special Edition VoIP Telephones, the EnTeleBox IP ePBX, and EnTelegent VoIP Telephone Service.

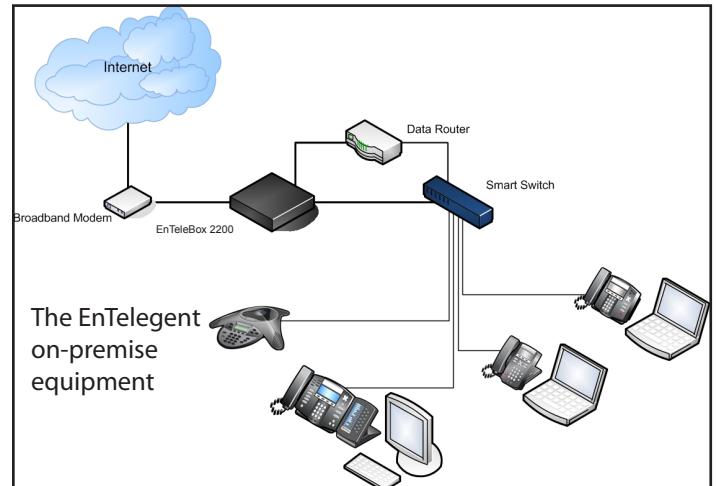
We offer a wide variety of desktop IP telephones from leading vendors including Cisco and Polycom. At the customer premise, EnTelegent Managed VoIP telephones connect to the local area network (LAN) using standard 10/100 Ethernet cabling.

In most cases, existing LAN cabling (for PC, printers, and other computing devices) can be re-purposed to combine a PC or other device and an IP telephone on the same cable. EnTelegent uses Virtual LAN (VLAN) technology to keep the voice and data traffic separate. This approach reduces cost and complexity and decreases installation time.

The LAN cables connect to an Ethernet switch, which in turn connects to the customer's existing Internet router. VoIP traffic is extremely time-sensitive, and even a small delay can introduce major distortion and loss of quality. The EnTeleBox ensures that VoIP packets take priority over data traffic, ensuring a high-quality connection.

The Managed VoIP System

All EnTelegent systems are pre-configured before shipping. This reduces installation time and eliminates configuration errors. Once the system is installed, your dealer or a designated system administrator can make configuration changes using a simple web-based administration console.



The EnTeleBox on-premise ePBX, the IP telephone sets, the hosted applications, and our VoIP telephone service are tightly integrated. We continuously monitor the operation and performance of every customer system, from end to end. Our EnTeleWatch monitoring system uses automated sonic testing to assess the audio call quality of every EnTelegent Managed VoIP phone system. This testing allows us to spot small problems before they turn into large problems. If some component of your EnTelegent system should fail, we'll ship out a pre-configured replacement for next business day delivery.

Life with EnTelegent: The EnTelegent User Experience

One of the best benefits of a EnTelegent telephone system is one that's hard to measure. It's the user experience; the way people interact with the system and with one another on a daily basis.

The EnTelegent Managed VoIP system has literally hundreds of features to help handle incoming and outgoing calls in the most efficient and effective way possible. Our customers have told us a few of their favorite things about EnTelegent Managed VoIP:

- **Everyone is reachable again.** Thanks to our innovative find me / follow me call forwarding, even highly mobile employees are never more than a few rings away. Employees can change their own call routing as their needs change.

- **Employees make better use of their time.** Incoming caller ID and voicemail-to-email delivery lets workers decide which calls to take and which ones to leave for later.
- **Costly Conferencing Services are a thing of the past.** Flexible, “meet-me” conference calling lets workers attend meetings without leaving their desks. Mobile and work-at-home users can join in, too.
- **Multi-location businesses work as one.** Satellite offices, remote employees, and mobile workers are all part of the same phone system. All workers can share one incoming number, or key employees can have their own numbers.
- **Multi-city presence.** Each department, office, or remote office can have its own number, even across multiple area codes. Customers can dial a local number in their own city to connect to a supplier across the country.
- **Reduced voicemail burden:** Our voicemail-to-email option delivers voicemail messages to an e-mail or smartphone inbox, so users can listen and respond to important voicemails immediately.
- **Custom Call Handling:** Our web-based configuration manager makes it easy to create automated attendants, call queues, and call distribution groups that guide callers to the proper destination without an attendant or operator.

Your Next Phone System Should Pay for Itself.

Many EnTelegent customers find that their EnTelegent Managed VoIP system pays for itself from the very first month, even when you factor in the cost of the lease payments on the EnTelegent system. For a custom quote, get out your most recent phone bill and call EnTelegent today.

About EnTelegent Solutions:

EnTelegent Solutions is one of the innovative leaders in the MSP (Managed Solutions Provider) space today. We deliver a variety of products and services to fill a unique niche in the telecommunications marketplace. Our product portfolio offers highly customized solutions that result in a simple & cost effective solution to meet your needs.



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EnTelegent Solutions, Inc.

3800 Arco Coproprate Drive, Suite 310
Charlotte, NC 28273
Phone: (800) 975-7192
www.entelegent.com