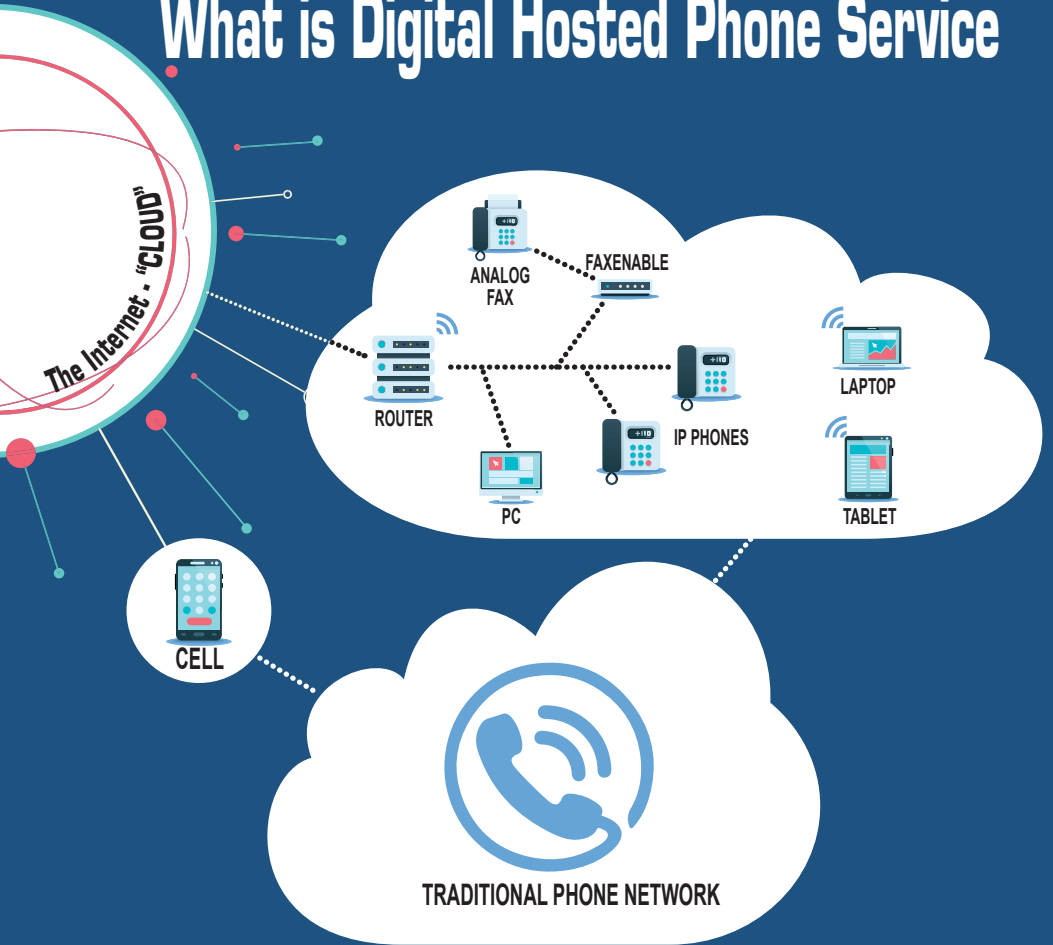




# TELECOMMUNICATIONS

DIGITAL • HOME • BUSINESS

## What is Digital Hosted Phone Service



# INFORMATIONAL BROCHURE



# TELECOMMUNICATIONS

## WHAT IS DIGITAL PHONE SERVICE

### What is it?

PE offers the latest in Hosted PBX digital telephone service. Our service starts by removing all of your needs for the existing telephone company & existing old hardware, no more lines, long distance carriers, state & local taxes, PBX equipment and maintenance. All this is replaced by PE with hosted PBX service & new digital telephones.

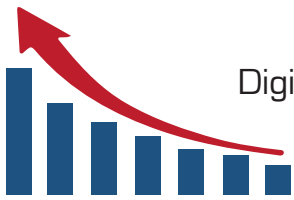


### How does it work?

Our service operates using your existing internet connection (VOIP) to communicate to your hosted PBX (Phone System) This system manages all your phone's features: extensions, voicemail, attendant menus, music on hold, call queues, etc.

### What do I need to buy?

In order to access this system you are required to have SIP compatible digital phones, this is the only significant one time cost associated with your upgrade. Once you have phones and service through PE, things will operate much the same as they always have for sending and receiving phone calls. However you will now have the access to numerous features and abilities previously unheard of.



### How is it better?

Digital phone service works quite differently from traditional analog phones. Phone numbers (DID - Direct In Dial) are used to bring callers into your phone system. They are no longer a limiting factor to how many calls you can send or receive at a time. The amount of calls that you can engage in is only limited by your staff's ability or number of phones available.

### What are other benefits?

Another big difference in digital phones, especially if you have never had any PBX before, is the ability to manage your calls: Which phones ring, how long they ring, what happens when a call is not answered, and many other features that were never even a consideration before.





## **How is it setup and maintained?**

Full customization and access to all features are configured through the web portal.

Here you have the ability to control all of the aspects of your telephone system. While this is always available to our clients, often it is this proposition that keeps many people from switching to a new “complicated” phone system. At PE we manage deploy and handle all of the initial, day to day, and emergency configuration of your phone system, all included with your phone service at no additional charge. Some companies choose to exclusively manage their phone system but most have more pressing things to worry about than learning how to manage their phone system. From start to finish PE telecommunications can bring your business into a high tech advanced phone system with cost effective equipment and substantial long term cost savings

## **- FAQ -**

### **Why pay per minute?**

Telephone companies offer unlimited plans for simplicity, they can charge you based on the worst case scenario, and still turn a profit. With our service you only pay for your outgoing calls which leads to significant savings.

### **Can I keep my phone numbers?**

Absolutely! The port process is simple, a one time \$20 / number fee applies. You only need to port the advertised numbers

### **Can I use my existing phones?**

Not recommended. While a device may be used to create a traditional dial tone to work with your legacy devices in your office, it is not a recommended option as you lose many of the features and benefits of fully digital phone systems.

### **What if I loose power/internet?**

In the event of power failure or internet interruption you are unable to place or receive calls, unlike traditional phones or locally hosted phone systems phone calls are still routed to voicemails, or call systems. In the event of loss of service a failover can be set as well that will transfer or forward calls to another number or cell.

### **How many lines can the phones support?**

You no longer have to make decisions for number of lines to have based on possible volume. Each phone system is able to handle over 100 calls at any given time. Each phone is able to maintain 3-6 phone calls at a time (model specific).

### **How do I make changes to my phone system?**

Most clients choose to simply send change requests to us, however full customization is available to our business clients through our website login. The site is mobile friendly for easy changes on the go.

### **Can I forward calls to my cell phone?**

Calls coming into our phone system can be directed to any destination you desire. Inbound calls may also be transferred to any phone or number by the user as simply as transferring to a co worker inside the office.

### **How does it work?**

Digital IP phones use your existing high speed internet connection to handle all of your business communications. An Internet connection is all that is required. Anywhere you have internet your phone is your office: Hotel room, Home, Office or anywhere in the world. Our service is called Hosted PBX phone system. Many offices already own a PBX that is mounted inside your office, this PBX is what handles your extensions, voicemail, Auto attendants etc... Modern technology now allows your phone system to be hosted in secure cloud server facilities, giving you much better reliability and service without the initial cost or responsibility of maintenance of your own hardware.

### **Can I use a WIFI network?**

Most digital office phones require a LAN (hardwired) connection, however in special need environments hardware is available to provide LAN connections from a wireless network.

### **Can I receive my voicemail via email?**

Yes! This is a default feature of any voicemail in our system, a notification email can be provided

### **What do I need for this to work?**

The only thing required is a high speed internet connection. In some cases outdated network equipment may need to be updated or replaced. Depending on call volume used, a faster internet connection may be recommended but not typical.

### **How does this lower my monthly cost?**

Service through PE telecommunications is able to drastically lower cost because the digital phone system and pay per use structure that we use allows for dynamic scaling of the service. As your needs increase or decrease throughout the day your capabilities change to match it. The result is literally only paying for what you use on a minute by minute basis, instead of a guesstimate of needs on a monthly basis. The result is a typical savings of 50-70%

### **Can I dial 911?**

Yes! A E911 subscription is required to have proper address verification, but the subscription is per location not per phone or per line. With a E911 subscription dialing of emergency services will work just as it does with your traditional lines.

## **- Features -**

### **Conditions**

Controls destination of calls based on a set of variables such as time of day, date, hours. Typically used to set hours of operations,

### **Auto Attendants**

Recorded messages for directing destinations based on number pressed e.g press 1 for sales, press 2 for returns...

### **Hunt Lists**

Manage which phones ring, simultaneous or cycle

### **Conference Rooms**

Allows multiple calls to talk together includes admin options (mute, block etc...)

### **Call Queues**

Inbound call management system, directing calls to selected agents with on hold options (Auto callback, Time to Answer, Periodic Announcements... etc)

### **Paging & Intercom**

Loudspeaker or speakerphone, 1 or 2 way, group or individual announcements

### **Call Flows**

Play recorded messages, direct calls to multiple and custom destinations

### **Transfer Calls**

Inner-office or external, attended (you introduce) or blind (direct pass thru)

### **Follow Me**

Allows another number to ring simultaneously or on failover E.g. Office phone & cell ring, if no answer call will go to your business voicemail

### **Voicemail**

Full featured voice message answering system, save, forward message, email notifications, & remote access.

### **Call Campaigns**

Create a list of numbers to be called in sequence, with agents or automated messages. e.g create a monthly contact list for sales team (no manual dialing)

### **Music On Hold**

default, or customized music (streaming music or custom audio), including advertisements or current specials

### **Dynamically Scalable**

No need to add lines to handle volume, all calls are answered.

### **Unlimited Devices**

No per device fee, or limit, monthly cost does not change (only usage is billed)

### **Digital Fax**

Receive faxes via email, send from your PC or via web interface.

### **Call Recording**

record and archive phone calls for legal or quality control purposes

### **Call Details Reporting**

Call analytics, including calls per day, calls answered, abandoned etc.

### **Caller ID**

Name & number of caller (always free)