



Enhanced Single Line Hosted VoIP Service & Feature Description

VoIPiTalk's Enhanced- Single Line Service gives all of the features of Single Line Service with some additional basic PBX features. This service is great for large residential families and self-employed individual entrepreneurs that want to appear larger to the outside world. As with Single Line service you still have one IP line device but you also get five virtual extensions working off of that one device. In addition the service provides an Auto Attendant option where incoming calls can be automatically answered by a recorded greeting with instructions to dial the individual extension. The phone device then has a distinctive ring to identify the extension dialed. Each extension also has its own voice mail box. As with all VoIPiTalk Service Options this service gives your customers access to features and capabilities that will make their life easier to manage and maintain communications with friends, family and businesses. It has the flexibility to work with existing telephones, new IP phones or softphones on your laptop or mobile device. Now you can manage you calls wherever you are. The Unified Communications revolution is happening right NOW. Many of your competitors are moving to Hosted VoIP Services to substantially lower their costs while increasing their operational efficiency and expanding their capabilities.

With VoIPiTalk's Wholesale Enhanced Single Line Service you have the ability to design the service to your specifications. Toly just provides the underlying platform for you. Our Wholesale pricing structure gives you the flexibility to choose your margin levels and respond to your own competitive market needs. Our pricing structure is simple and easy to understand. There are no additional charges for "Features" with in the Enhanced Single Line Service.

Service Charges:

Chargeable Item	Description
"White Label" Setup Fee	One Time Charge per Sub-Account Setup
Enhanced Single Line Service	With 3,000 Inbound and 3,000 Outbound domestic minutes included
Mobil E911 Charge	Small Monthly Flat Rate per Device; No additional usage or per call Charges
IP-Fax Service	Monthly and One Time Charges
Add'l Telephone Number Charges	
New or Ported	Monthly and One Time Charges
Toll Free Number Charges	
New or Ported	Monthly and One Time Charges
Minutes of Use Charges	Low Usage rates for all Inbound and Outbound calls (except any On-Net or Outbound Toll Free calls)

Service Overview and Features:

Below is a listing of the Service and Line Features describing why VoIPiTalk –Enhanced Single Line Service is the best solution for your large residential family and self-employed individual entrepreneur business customers.



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Feature	Description
Service	
Experience	In service since 2003; well over 100k users
Multiple Call Paths	Receive multiple simultaneous calls to one telephone number
Redundancy/Multi-Processors	Uses multi-server clusters in redundant diverse locations connected via fiber rings
RTP Hand-Off	Uses patented Direct phone IP to IP handoff
Codecs Options	Primarily G711 with HD Audio; Low Bandwidth G729
Multiple IP Devices	Offers many IP phone models and ATAs (connect ATA's to inside house wiring)
Multiple Services	PBX, Single Line; Enhanced Single Line; SIP Trunking
Branding/White Label	All aspects from Admin Portals to Product Development and Pricing
Multiple Network Options	Bundled or Unbundled Options
EMI formatted CDRs	Provided daily via ftp
Ordering & Reporting Web Portal	Integrated Back Office (IBO) Web Site
Report Exporting	Customers, Services, LNP Availability and others – export to multiple file types
Enhanced Single Line Service	
Universal Household Tel Number	The household's single phone number is the gateway to the extensions to reach individual family members or business departments. Options include one number for the entire family/business or multiple phone numbers. Customers have the option of retaining their current phone number or receiving a new one.
Individual Virtual Extensions	Up to 5 extensions are available for each subscribing customer
Distinctive Ringing Innovation	Each extension has an individual ring tone. Upon selection of the extension the call rings with the ring tone selected for this extension. Regardless of the ringing pattern of the extension, the calling party hears the standard ringing pattern.
Welcome Attendant	Provides a greeting recorded message and directs calls to either the primary group universal mailbox or to the individuals via their personal extension.
Online Account Management	Our browser-based VoIP Control Panel (VCP) allows you to manage your account, configure CallBlast (our combination of Call Forwarding and One Number services) and view received calls, missed calls and dialed calls, and manage your voicemail. Log in from the home page of this site.
CallBlast	This revolutionary feature is a combination of traditional Call Forwarding and One Number (Find Me / Follow Me) services. You can have your calls ring simultaneously on your phone device, mobile and alternate phone numbers, or they can be set up to ring sequentially in any order and with whatever delay you decide to set. If you want to be found, this makes sure that you are! CallBlast is configured from the web portal.
Call Waiting	Works just like your old telephone company's service, but you don't pay extra for it!
Enhanced Caller ID	You'll know who's calling you, at a glance—both their number and their name. Again, it's included as a standard feature.
Free On-Net Calling	Feel free to call other IP customers who are on our service. Your friends and family can use our service all over the world and there is never a charge to contact them.
Enhanced Voicemail	You get a very sophisticated voicemail system with personal greeting and have the option of forwarding voicemails as MP3 attachments to your email and/or sending notification via SMS to your mobile phone. You can access voicemail from your web portal, by dialing 00 from your VoIP phone or by dialing your VoIP number from any other phone (dial * once the announcement starts, and enter your password).
Message Waiting Indicator(MWI)	If you have unheard voicemail and your phone supports MWI, then the MWI light will blink. If your phone does not support MWI, you will hear a warbling dial tone when you go to place a call.
7-digit Local Dialing	If there's one area code you call frequently, even if it's not your own, you can configure your service so you only have to dial 7 digits for these calls. From your Web Portal, set the Area Code to the one you dial frequently (for US/Canada only).
3-Way Conference Calling	By pressing the Flash key when you're on a call, you'll get a second dial tone and can place a second call. Hit Flash again, and all three of you are conferenced. Again—no extra charge.
Feature	Description
Speed Dialing	This allows you to call frequently-called numbers by pressing only one or two keys.



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Portable Devices	Devices can be moved and connected wherever there is internet access. Wintering in Florida, bring your phone device
Mobile E911	Moving your phone device? Simply log onto to your Web Portal and change your 911 location
Softphone for PC	You can also download a free Softphone application from your Web Portal (click on Great Options). The Softphone allows you to make and receive calls—even video calls—from your computer.
Mobil App	Extending our Single Line Hosted VoIP service to your mobile phone is easy. Simply purchase Bria Softphone from the App store on your mobile phone and follow the instructions to install and configure the application to use your Single Line service wherever you can access a WiFi/3G/4G network.
Virtual Telephone Numbers	Want a second number? No problem order one for a minimal incremental charge.
Toll Free Numbers	Want a Toll Free number? No problem order one for a minimal incremental charge.
IP-Fax Service	Receive Inbound Faxes to an email account