



PBX Hosted VoIP Service & Feature Description

The Unified Communications revolution is happening right NOW. Many of your competitors are moving to Hosted IP-PBX services to substantially lower their costs while increasing their operational efficiency and expanding their capabilities. VoIP*iTalk*-PBX gives you the advanced capabilities of today's smart PBXs and Unified Communications features while maintaining the reliability and quality you require for your business to be successful. Don't get left behind!

Service Overview and Features:

Below is a listing of the Service and PBX Features describing why VoIP*iTalk* -PBX is the best solution for your business.

Feature	Description
Service	
Experience	In service since 2003; well over 100k users
Unlimited Call Paths	Only dependent on Bandwidth to internet
Redundancy/Multi-Processors	Users multi-server clusters in redundant diverse locations connected via fiber rings
RTP Hand-Off	Uses patented Direct phone IP to IP handoff
Report Exporting	Customers, Services, LNP Availability and others – export to multiple file types
PBX System	
PBX Web Admin	Voice Control Panel (VCP) Web Site
Call Record Detail	Included near real time
User Security Groups	Included for administering User Levels
Local Sub-Nets/VLANs	Included for Quality of Service in Local Network
Divisions	Included-Unlimited
Remote Device Management	Included in VCP
Mobile 911	E911 per device location; Administer in VCP
Number Management	Route numbers to Users, Call Groups Conference Bridges, ACD Groups, Auto Attendants
User Accounts Setup/Modify	Manage in VCP
Call Groups/Hunt Groups	Unlimited; multiple Incoming Call Handling Options
Conference Bridges	Up to 32 bridges with 16 participants on each
Intercom Groups	Broadcast Intercom to groups or Direct Intercom(Public or Private)
Auto Attendants	Unlimited ; Multi-Level; Dial by Name or Extension; Time of Day
Music on Hold	Flexible for Auto Attendants, PBX, Divisions Users, Call Groups, ACD Groups
Automatic Call Distribution(ACD)	With full reporting
Custom Prompts	For Music on Hold, Call Group or ACD queues
PBX Users	
User Web Access	User Log In to VCP
Call Detail Reporting	Near real time
VM Management	Listen, or change settings
Call Blast Management	Allows up to four additional devices to ring, flexible set up
Personal Speed Dials	Up to 20 numbers
Documents & Support	Upload important documents-User Guides, Instructions or software
Attendant Console	Totally configurable; call pickup/intercept; used for BLF appearances on IP phones as well
Flexible User Types	
7 Digit Dialing	Flexible – put in your most dialed Area Code



PBX Hosted VoIP Service & Feature Description

Voice Mail Boxes	For Users or Call Groups
VM to Email	With attached wave file or notification option
VM to SMS	Text notification of new voice mail
Feature	Description
Flexible Time Zones	By user
Flexible Caller ID	Main Number or DID or Toll Free Number
Flexible Follow Me/Call Blast	Allows up to four additional devices to ring, flexible set up
Flexible Outgoing Call Blocking	Block long distance or international
Mobile App	Uses Bria app for Android or iPhone
Softphone	Custom app; both audio and video
Share Call Appearance	Bridge appearances of other users
Star Code Features	Basic Telephone Star code Features
Call Recording	Not available with direct RTP; Planned ????
Multiple Line Appearances	Have as many line appearances as phone holds
Network	
Multiple Network Options	Bundled or Unbundled
Local Number Portability	Over 10,000 cities and 60 Countries
New Tel Number Assignments	Over 10,000 cities and 60 Countries
Supports Directory Listings	White page listing
Toll Free Numbers	New or Ported
OnNet to OnNet Free Calling	All OnNet calls free world wide
Minute of Use Bundles	By Service; for PBX By Users