

Flex T1 Product Overview

Flex T1 is an integrated VoIP services solution with unlimited local & domestic long distance calling and Web hosting, bundled with high speed DIA delivered over a single broadband connection (up to 3Mbps). Dynamic bandwidth allocation allows for maximum utilization and efficiency of the integrated access circuit with voice traffic always taking priority.

Flex T1 is available for a flat monthly rate and includes more than a dozen standard voice applications and features for each phone line. The standard Web Basics hosting package is included as part of the base product. Flex T1 also has an Administration Portal for web-based feature changes that further extends the simplicity, flexibility and value of the product.

Standard voice applications such as voicemail are available as well as enhanced features available only through the IP-enabled network. Additional features are available on an á la carte basis, and include a voice Virtual Private Network (VPN) capability that allows for a common dial plan among customer locations (On-Net calling). The Voice VPN capability makes Flex T1 especially attractive to multi location customers. Larger hosting packages can also be provided as customer requirements dictate.

Feature	Function / Benefit
Unlimited Local & LD Calling, Flat Monthly Bill, and One Toll Free Number*	<p>Reducing operating costs without impacting customer support or employee performance is difficult. Flex T1 deliver domestic calling services modeled to reduce expenses. Cost management and savings tool with no need to worry about the amount or type of domestic call being placed and the resulting charges. Flex T1 also provides a flat monthly bill and one toll free number for unlimited inbound calls. This will reduce domestic calling expenses while receiving a consistent bill for accurate budgeting and planning.</p> <p><small>* Flat rates vary by market. 100,000-minute cap on voice usage for a single location. Overage charges apply.</small></p>
Dynamic Bandwidth Allocation	<p>Data capacity needs continuously fluctuate. Rather than assign fixed capacity for traditional voice and data traffic, Flex T1 adjusts to heavy data demands by permitting the full use of the IP circuit to support data traffic when voice lines are idle. However, voice traffic will always have priority, so businesses get maximum utilization and value from their integrated access circuit while ensuring the highest quality of service for voice calls. It will reduce the time needed to exchange large files while delaying or perhaps eliminating the purchase of additional bandwidth.</p>
Single Bill	<p>Benefit from the simplicity of dealing with a single point of contact for both voice and data. All services are combined on one monthly invoice so you don't have to pay multiple vendors for multiple services. Receive a single, consistent bill and reduce paperwork and save administrative time.</p>

Flex T1 Standard Local Voice Feature Set

Flex T1 offers customers a suite of traditional Class 5/Centrex standard features with each telephone number ordered with the service. Customers can invoke the use of traditional phone features such as call forwarding by dialing feature access codes using their telephone sets.

Feature	Function / Benefit
Administrative Portal	<p>Companies must respond rapidly to changing business conditions, including making office changes quickly... restructuring departments... moving employees freely... and altering employee responsibilities. The easy-to-use secure web portal allows self-administration of feature changes, including user moves, adds and changes that are non-billable events. It provides real-time and remote control to activate or deactivate features. The Admin Portal will reduce the time required to easily tailor features to changing employee needs</p>
Voice Mailbox (per line)	<p>This service enables users to record messages from callers for calls that are not answered within a specified number of rings or for calls that receive a busy condition.</p> <p>Provides all of the features of a traditional voice messaging solution:</p> <p>Deposit Incoming calls to the user are sent to voice mail upon reaching a busy or no-answer condition. The caller is then played a greeting. There can be different greetings for busy and no-answer conditions and all greetings can be partially or fully customized by the user:</p> <ul style="list-style-type: none"> ▪ Default busy greeting ▪ Default busy greeting with name ▪ Custom busy greeting ▪ Default no-answer greeting ▪ Default no-answer greeting with name ▪ Custom no-answer greeting <p>The caller can then leave a message or press "0" to transfer to an attendant. The attendant is configurable by the user and can be any valid phone number. If the caller leaves a message, he/she has access to the following functions:</p> <ul style="list-style-type: none"> ▪ Long message warning tone ▪ Set the message status to urgent and/or confidential ▪ Review the message and erase, record it again or deposit it <p>Users can also configure their voice mail service to serve other phones, such as a cell phone. With this capability, users can forward any phone to the voice portal phone number and have calls be sent directly to their mailbox greeting. This functionality is referred to as Voice Messaging Aliasing.</p> <p>Message Waiting Notification When the user receives new messages, they can be notified by a standard message waiting indication mechanism (stutter dial tone and message waiting lamp).</p>

Extension Dialing	Enables users to dial extensions to call another member of their business group.
Call Forward Types:	
- call forwarding- variable	Enables a user to redirect incoming calls to another phone number. End user has the option to activate and deactivate the service by dialing a feature code. If activated, a user must specify the forwarding number.
- call forward – don't answer	Enables a user to redirect incoming calls to another phone number when the call is not answered within a specified number of rings. If activated, user must specify the forwarding number and number of rings.
- call forward – busy line	Enables a user to redirect incoming calls to another phone number when the call encounters a busy condition. If activated, a user must specify the forwarding number.
- call forward – remote access	This service allows a user to activate, deactivate, and program the Call Forwarding Variable service through an interactive voice response interface from any phone.
3-way calling	This service enables a user to make a three-way call with two other parties, whereby all parties can communicate with each other. The user can have a private conversation with the add-on party before conferencing all three parties. This phase is known as consultation.
Call hold	This service enables a user to put a caller on hold for any length of time.
Consultative Hold	This service enables a user to put a caller on hold and then make a consultation call to another party.
Call pickup	Allows a person to answer incoming calls to another station within the same Call Pickup group by dialing a feature activation code.
Call transfer (3 way)	This service enables a user to make a three-way call with the original caller and an add-on party before transferring the caller to the add-on party.
Call transfer (3 rd party consultation)	This service enables a user to consult with an add-on party before transferring the caller to the add-on party.
Caller ID (name and number)	This service is a terminating service that delivers the identity of the calling party name to the user if they have a capable device to receive this information.
Call Return	This service enables a user to call the last party that called, whether or not the call was answered. To call back the last party that called, the user dials a recall feature access code. The system stores the number of the last party that called and attempts to connect the user to that party.
Call Waiting	This service enables a user to answer a call while already engaged in another call. When an incoming call is received while a user is already engaged in a call, the user is informed of the new call via a call waiting tone. To answer the waiting call, the user presses the flash hook, which connects the user with the waiting party and holds the original party. Subsequent use of the flash hook allows the user to toggle between the two parties.
Last Number Redial	This service enables users to redial the last number they called by dialing a feature access code.
Do Not Disturb	When a user activates the Do Not Disturb (DND) service, all calls to the user are processed as if the user is busy and cannot receive calls.

<p>Hunt Groups</p>	<p>The Hunt Group service allows incoming calls to a central phone number to be distributed among the members of that group according to a hunting policy.</p> <p>The following hunting policies should be supported:</p> <p>Sequential – Incoming calls to the group start hunting on the first user in the list and hunt all the provisioned users sequentially until an idle user is found or the end of the list is reached.</p> <p>Circular – The incoming calls to the group start hunting with the user following the last user to receive a call. When the end of the list is reached, the hunting circles back to the first user in the list. The hunting ends when an idle user is found or all the users have been visited.</p> <p>Uniform – The incoming calls to the group are presented with the user that has been idle for the longest time.</p> <p>Simultaneous – The incoming calls alert all idle users in the group. The call is connected to the first user to answer the call.</p>
<p>Anonymous Call Rejection</p>	<p>This service enables a user to reject calls from anonymous parties who have explicitly restricted their identity. By activating the service, callers who have restricted their identity are informed that the user is not accepting calls from restricted callers. The user's phone does not ring and the user does not see or hear any indication of the attempted call. This service does not apply to calls from within a group.</p>
<p>Caller ID Line Block</p>	<p>This service enables a user to block delivery of their identity to the called party.</p>
<p>Selective Call Acceptance</p>	<p>This service enables a user to define criteria that allows incoming calls. All calls not meeting the specified criteria are rejected.</p>
<p>Selective Call Rejection</p>	<p>This service enables a user to define criteria that causes certain incoming calls to be rejected. All other calls terminate as usual.</p>
<p>Selective Call Forward</p>	<p>This service enables a user to define criteria that causes certain incoming calls to be redirected to a user specified destination.</p>

Optional Flex T1 Features

Optional features will be available and sold/provisioned à la carte for additional voice and data services as noted below:

Feature	Function / Benefit
Additional Phone Line	Local phone lines provisioned with the standard feature set described above are available for customers requiring more than the 5 lines included in the basic package. Up to 24 lines can be provisioned per IP Integrated Access bundle.
High Speed Option	An additional DIA circuit (T1) can be ordered to increase maximum dynamic bandwidth from 1.5 Mb to 3.0 Mb.
Auto Attendant	<p>Auto Attendant provides enterprises with a powerful and flexible tool to field inbound calls and deliver them to the intended destination through interactions with the caller.</p> <p>The Auto Attendant is reached by dialing an associated phone number or an extension. Once connected to the Auto Attendant, the caller is played a greeting that provides a menu of options to complete call routing.</p> <p>The menu should provide the following options:</p> <p>One-Key Dialing – The caller presses a pre-defined DTMF key to reach a particular phone number or extension within the group.</p> <p>Operator Dialing – The caller presses a pre-defined DTMF (push button or Touchtone dialing) key to reach an operator.</p> <p>Name Dialing – The caller spells the name of the intended party using the numerical DTMF keypad. Upon identifying a unique match, the caller is played the name of the called party and is then transferred.</p> <p>Extension Dialing – The caller enters the extension of the intended party through the numerical DTMF keypad. Upon collecting the full extension, the caller is played the name of the called party and is then transferred.</p> <p>Immediate Extension Dialing – The First-Level Extension Dialing option allows the administrator to enable or disable immediate extension dialing for a given auto attendant. When the feature is enabled, the caller to the auto attendant can dial the desired extension right away on the first level of the auto attendant without having to first navigate to the second-level of the AA menu.</p> <p>Dial by First Name – may allow name dialing from a combined FirstName-LastName in addition to the current LastName-FirstName list.</p> <p>Holiday Schedule - may define a holiday schedule that can be associated with an auto attendant. More than one holiday</p>

	<p>schedule maybe created.</p> <p>Enhanced Business Hour Support – define time schedules for a group. Multiple time schedules can be created. Time schedules can be business hours, call center hours, after business hours, and so on. Time schedules created by the group are visible to groups and users.</p>
Basic Call Center	<p>Provides support for basic call centers, allowing business agents to receive incoming calls from a central phone number. Using this service a business can establish technical assistance lines, customer support numbers, or order-taking centers. Incoming calls to a call center are presented to the next available agent.</p> <p>Basic Call Center service builds on the basic Hunt Group service to provide a complete, business-ready application. Hence, call centers inherit all of the characteristics of the Hunt Group service and are also provided with sophisticated call-handling features like queuing, music on hold, and so on.</p>
Voice VPN	<p>Enables multi-location enterprises to configure their private dial plans for on-net call routing. Carrier will build the dial plans and this will be determined at initial ordering of service and as subsequent locations are added. Users within an enterprise can call each other by dialing the appropriate location code and extension.</p>
Larger Web Hosting Packages	<p>Customers requiring a more robust hosting package than Web Basics can order hosting packages as required to support their business.</p>
Additional Toll-Free Numbers	<p>Customers are entitled to one Toll-Free number per location with associated usage free of charge as part of the Flex T1 offer. Additional numbers billed at standard rates can be ordered as well.</p>

The following services are included with each Flex T1 bundle:

Service / Feature	Function / Benefit
Directory Assistance	Local directory assistance whereby the end user can dial either 411 or NPA- 555-1212 to be connected to an operator to find a published telephone number.
Directory Listings	White Pages Directory Listings consist placing the names, addresses, and telephone numbers of our Local Service customer's in directory listing databases, and providing those listings to the RBOC's official directory publisher (and to other white pages directory publishers) for publishing in white pages directories. These listings are based on information the customer provides to Flex T1.
Enhanced 911 (E-911)	Proper routing to the appropriate PSAP based on where the service is provisioned is a key responsibility of the carrier as a local service provider. Flex T1 will continue to meet this obligation as a certified service provider.
Intercept Referral Service	This a service used when a customer disconnects Local Telephone service or changes their telephone number. Calls to the intercepted number are referred to a recorded message. The caller is provided with either the status of the telephone number or a new telephone number.
Local Number Portability	The ability to port numbers from other carriers to new carriers when acquiring new customers on this product, and the ability to port to other carriers when customers disconnect service and go to another carrier.
Operator Assistance	<p>The ability for end users to dial zero "0" and reach an branded operator (auto and/or live) to assist with the following type of calls:</p> <ul style="list-style-type: none"> • Calling Card / Credit Card • Third Number Billed • Collect • Person to Person • Station to Station
Service Level Agreement (SLA)	An SLA is a guarantee of system performance. Flex T1 Dedicated Internet Access includes an SLA with 100% Network Availability, 65ms round trip Latency and Packet loss less than 1%.