

# Digital Phone Service

Driving Performance and Reducing Costs

## CRYSTAL CLEAR SOUND

*Our feature rich line of Polycom desk phones have high definition Voice Technology which actively cancels background noise, so you get crystal clear sound on every call.*

## COMPETITIVELY PRICED

*Our line charge is only \$29.95 per month and includes unlimited Canadian long distance and all the features you want like voice mail and call display.*

## ONE COMPANY TO CALL

*NetAccess assumes complete responsibility for your voice communication system. We manage all the equipment and lines so you don't need to negotiate between Bell and your phone system supplier. Help is a quick call away, without the long call queue half-way around the world.*

## A SOLID COMPANY

*NetAccess has grown a loyal customer base for 17 years by being easy to talk to and providing reliable technology solutions. We were Hamilton's first Internet Service Provider, established in 1993. Our customer focus is the solid foundation upon which our business is built. In January, 2009, we launched a digital phone service on top of our solid communication network.*

**Take a test drive on our digital phone system and hear for yourself.**

**Our consultants are available to do a free analysis of your benefits and cost savings.**

Voice communications are more important than they have ever been. Business opportunities can be lost when phone calls are not answered promptly. Effective internal communication is essential to serving customers quickly and efficiently. The DPS1 Digital Phone System is a Canadian innovation that uses digital technology to improve business performance while reducing costs for companies with 10 to 250 phones.

## Integrate multiple locations, home offices and road warriors

NetAccess provides a single phone system for all your locations, even if they are home phones or cell phones. All phones can have an extension number off your main line. Cell phone and desk phone can ring at the same time. Forget voicemail frustrations with one shared voicemail box for both your office phone and cell phone. Now you will never be out of contact or miss an important message.

## Share receptionist across offices

With a single phone system, your receptionist can be anywhere. Your Toronto receptionist can handle calls as if they are in Vancouver one minute and Toronto the next. They can transfer calls from Toronto to Vancouver by dialling a 4 digit extension with no long distance charges. Research shows customers prefer local numbers to 1-800 numbers. We can give you local numbers in most cities across Canada.

## Manage costs and activities with standard user focused reports.

Standard reports show usage and costs per user. With various configurations, we can even manage cell phone costs. Now you can help everybody focus on the right issues and the right customers.

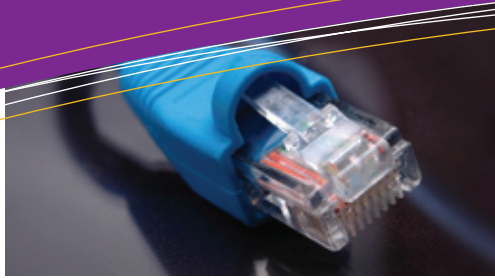
## Improve your customer's experience with easy call queuing and recording

Make call queues for important customer contact like help desks and sales orders. Add extra people to your queue at peak times so your customers stay happy. Even tell your customers how long their estimated wait time in terms of callers and minutes. You can also record calls for quality assurance or liability reasons. This phone system delivers big business features to all businesses.

## Reduce operating costs next month.

Our phone system delivers the benefits you expect of technology: lower operating costs and improved staff utilization. NetAccess has saved clients thousand of dollars per month by reducing lines, lowering per line costs and eliminating Canadian long distance charges.





# Digital Phone Service

Features, Pricing and Design

## LOW LATENCY - HIGH QUALITY

*NetAccess understands that in order to provide secure and reliable phone solutions the voice service provider must manage the network end to end. That is why we leverage on our DSL connections and integration with Bell to provide a solution that does not use public internet. The result is very low latency and a higher quality of service.*

## ANALOG FAILOVER

*In addition, the DPS1 solution uses a failover to analog lines to provide a continuous phone connection even if your internet is down.*

## DIGITAL FEATURES

*Enjoy all the features of a digital phone system and Nationwide long distance free calling while having the same quality of voice you currently enjoy with an analog system.*

## EXCELLENT SAVINGS AND ROI

*The DPS1 solution provides tremendous benefits for businesses with branch office or employees working from home as the system can extend out over the internet seamlessly. ROI is typically 10 to 15 months.*

## Features

Automated Attendant	ENUM
Blacklists	Interactive Directory Listing
Blind Transfer	Interactive Voice Response (IVR)
Call Detail Records	Local and Remote Call Agents
Call Forward on Busy	Music On Hold
Call Forward on No Answer	Overhead Paging
Call Forward Variable	Remote Call Pickup
Call Monitoring	Remote Office Support
Call Parking	Roaming Extensions
Call Queuing	Route by Caller ID
Call Recording	Supervised Transfer
Call Routing (DID & ANI)	Talk Detection
Chan Spy	Text-to-Speech (via Festival)
Call Transfer	Three-way Calling
Call Waiting	Time and Date
Caller ID	Transcoding
Caller ID Blocking	Voicemail:
Caller ID on Call Waiting	- Visual Indicator for Message Waiting
Calling Cards	- Stutter Dialtone for Message Waiting
Conference Bridging	- Voicemail to Email
Dial by Name	- Web Voicemail Interface
Direct Inward System Access	Computer-Telephony Integration
Do Not Disturb	Zero Latency

## Pricing\*\*

DPS1 Rental	\$ 149.00	
Trunk Cost	\$ 29.95	Includes Nationwide calling
Direct Inward Dialing Costs	\$ 2.95	
Toll free Numbers	\$ 2.95	Plus 5 cents per minute

\*\* The above are monthly prices. Phones and Installation quoted separately.