

HOSTED PBX SERVICES

COMMUNICATIONS COVERED

DEDICATED AND SECURE SERVICES

Integra Telecom is proud to offer our enterprise-level Hosted PBX Services utilizing Mitel's innovative state-of-the-art technology platform. This complete telephony package offers a secure, private connection from your business to our secure colocation facility through our managed VPN / MPLS service.



Our solution includes sophisticated IP phones and unified communications features. Integra maintains the secure colocation facility and telephony equipment, allowing you to focus on what you do best: manage your business.

INTEGRA'S HOSTED PBX SERVICES

Dedicated PBX Solution

We provide a secure and private PBX that is dedicated to each customer and never shared.

Business Continuity

Hosted PBX Services provide business continuity alternatives for both a catastrophic site loss or upon a WAN connectivity loss.

Financial Flexibility

Pay a flat monthly fee that's easy on your bottom line. Purchase only what you need when you need it.

Professional Training, Installation and On-Going Support

Receive professional installation and high-touch, on-site training on all features and equipment.

HOSTED PBX SERVICES: COMMUNICATIONS IN THE CLOUD

Our Hosted PBX Service is an excellent solution for multi-site enterprise businesses that need interoffice communication and connectivity or have remote employees who need to function as if on-site. Through our colocation facility, your phone, Internet access, and private VPN/MPLS connections are always protected, providing business continuity and resiliency. If one of your business locations is inaccessible due to natural causes or power failures, calls can quickly and easily be re-routed.



HOSTED PBX: A Complete Solution

Integra's Hosted PBX Service provides you with an enterprise-level solution at an affordable monthly price. With Integra's Hosted PBX Service, you receive a complete solution with distinct services and features, with options to add service components and seamlessly make changes to meet the dynamic nature of your business.

SERVICE COMPONENTS

| | INCLUDED | OPTIONAL |
|--|----------|----------|
| 24 x 7 Customer Support / NOC | ✓ | |
| Private, Secure, Managed IP-PBX Instance Dedicated to Each Customer - Never Shared | ✓ | |
| Unlimited Site-to-Site Calling | ✓ | |
| Integra "High Touch" Professional On-Site Installation | ✓ | |
| Integra "High Touch" Professional On-Site Training | ✓ | |
| Managed Quality of Service Over Our Own MPLS, Not the Public Internet | ✓ | |
| Business Continuity Alternatives Upon Catastrophic Loss at Customer Site | ✓ | |
| Free Long Distance Calling Bundles | ✓ | |
| Site Survivability Upon Loss of WAN Connectivity (Managed CPE Gateway) | | ✓ |

User-Seat: Partial Feature List by Package

| | BASIC | STANDARD | PREMIUM | PREMIUM <i>Plus</i> |
|--|----------|----------|----------|---------------------|
| PBX FEATURES | | | | |
| Call Forward - Busy / No Answer / All | included | included | included | included |
| Caller ID Delivery | included | included | included | included |
| Conferencing | included | included | included | included |
| Direct Inward Dialing | included | included | included | included |
| Direct Page Over Phone | included | included | included | included |
| Hot Desking | included | included | included | included |
| Multi-Line Types and Appearance | included | included | included | included |
| VOICE MAIL | | | | |
| Voice Mail With Multiple Greeting Options | n/a | included | included | included |
| Voicemail In Your Email Inbox | n/a | included | included | included |
| Message Waiting Indication Options | n/a | included | included | included |
| Record-A-Call | n/a | included | included | included |
| UNIFIED COMMUNICATIONS | | | | |
| Click to Dial Out of Microsoft Applications | n/a | n/a | included | included |
| Incoming Call Screen Pop | n/a | n/a | included | included |
| Missed Calls History With Alert | n/a | n/a | included | included |
| Dial From Your Address Book | n/a | n/a | included | included |
| Program Telephone Buttons From User Portal | n/a | n/a | included | included |
| MOBILITY FEATURES | | | | |
| Simultaneous Ring | n/a | n/a | n/a | included |
| External Device Mid-Call Features: Transfer, CNF, Hold | n/a | n/a | n/a | included |
| Call Toggle: Hand Off to Desk or Cell Phone | n/a | n/a | n/a | included |



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