



iTel Hosted PBX

Unlock Potential With Cloud Communications

Open up possibilities with a cloud communications systems that empowers your business to do more. Hosted PBX is a cloud-based phone system accessed via your IP network. By taking your PBX off-premise we remove failure points and create a single point of control for your entire voice infrastructure.



iTel's Hosted PBX is perfect for companies of all sizes. The cloud-based system merges your geographically diverse offices under one seamless phone system.



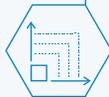
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Real Benefits



Reduce Costs: A single iTel Hosted PBX can replace the key-systems and legacy phone systems at all your locations. There is no hardware to break or depreciate and no service charges for system changes.



Scalability: Effortlessly roll out new features and add or remove phones and phone lines.



Disaster Recovery: Your Hosted PBX exists in multiple data centres across the country. Even if the lines to a location are cut, you still have access to your systems and calls can be re-routed to cell phones.



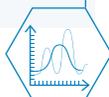
Share Your Resources: Seamlessly route calls between all your locations. Instead of having to staff for peak call volumes, any overflow calls for a Calgary office can be answered in Vancouver. A single receptionist can answer calls from across the country.



Increase Revenue: Can you quantify how much a single missed phone call can cost your company? Intelligent call routing will help make sure that you capture more of your potential revenue by never missing a call.



Device Integration: Hosted PBX systems support the BYOD (bring your own device) philosophy, namely mobile integration. Connecting your business phones to employee mobile phones allows your business to be always on and your staff just a phone call away.



Burst Billing: Our Hosted PBX offers burstable capacity and the assurance that your phone lines will never ring busy - ever. Only pay for the lines that you use, but when you need more during peak times, we can automatically burst your line capacity to handle the influx of calls.



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A Feature-Rich System

Taking your Hosted PBX off-premise enables us to provide a robust set of options to suit your business needs.

Here is a list of just some of the available features.

- **Call tracing:** Mark inbound calls that require tracing or follow-up.
- **Video Calling:** Take your phone meetings to the next level through our Polycom VVX with attached camera.
- **Voicemail to email:** Receive email voicemail notifications and voicemails emailed as attachments.
- **Call labels:** Label calls to see which department or product the caller is inquiring about, allowing staff to answer calls accordingly.
- **Public Address:** Connect your intercom to external audio systems, eg. paging in a warehouse.
- **Toll-free, local, or vanity numbers:** Create a virtual presence even where you don't have a physical office.
- **Personal Find Me and Follow Me:** Allows users to receive calls at any location and be reached at multiple phone numbers.
- **Voicemail blasting:** Leave voicemail messages to multiple users at once.
- **Channel Spy:** Allow an extension to break into a call at another extension.
- **Dynamic outbound caller IDs:** Easily change your outbound caller ID. Handy feature for phone systems supporting multiple businesses.
- **Hunt groups:** Create a list of employees to ring to for a specific call. The system will "hunt" for the people in that group and go down the list until someone is available to answer.
- **Soft phones:** Instead of purchasing physical hardware, run your phone system on your computer using a headset.
- **Ring groups:** Have calls ring to multiple phones in a department at the same time.
- **Custom on-hold music:** Sold on hold. Inform your customers with music and custom promotional material with breakout options to request call back or inform on wait.
- **Day/Night Control:** Route calls according to the time of day.
- **Conference calling:** Host remote meetings and connect multiple staff and clients. together. Multiple conference rooms can be created, with up to 50 participants in each room.
- **Presence across multiple devices:** Connect on cell phones, soft phones, desk phones and more.
- **Caller Management Queue:** Place incoming calls on a waitlist to be answered.
- **Call recording:** Improve quality control and train new employees faster. Review calls to catch important details.
- **Nightly backups:** The cloud-based PBX performs nightly cloud data backups.
- **Virtual PBX Graphical User Interface (GUI):** Online portal allowing you to edit and add extensions, modify queues, manage call flow, and review detailed call log reports.
- **Detailed call log reports:** Track and review call statistics to gain insight on how your business uses its phones.



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Hosted PBX with MPLS

A Hosted PBX delivered over an internet connection that's MPLS-equipped will guarantee crystal clear call quality.

Think of MPLS as a fast lane through the internet that we can customize to your business. By defining Quality of Service profiles that prioritize critical data like voice and video, MPLS will choose the fastest and lowest latency path possible.

This means your data receives the express lane treatment. While all other traffic has to stop for routing inspection, MPLS traffic flows right through because the labelling has already defined the destination.

Why iTel?

One Provider. One Bill. One Support Number.

We have created one of the largest networks nationwide with 2,000+ rate centres in Canada and over 10,000 in the U.S.

While other providers service both the residential and business markets, iTel solely serves business clients. 100% of our focus is put towards maximizing efficiency and increasing your organization's ROI by offering the highest quality of network services.

Above all, iTel is agile. Our size enables us to customize and innovate new and existing products with you.