

Managed Voice

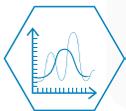
Old-school reliability meets new-school technology

Many businesses have busy IT departments or no department at all leaving them stuck finding the time or resources to dedicate in-house personnel to monitor their phone system around clock. With iTel Managed Voice, we handle every aspect of your business phones, allowing your IT staff to focus on bigger, more important projects.

A complete end-to-end voice system that covers every single aspect of your business phones.

Can you quantify how much a missed phone call costs your business? With iTel Managed Voice your phones will always be ringing.

Here's how we do it:



Burst Billing:

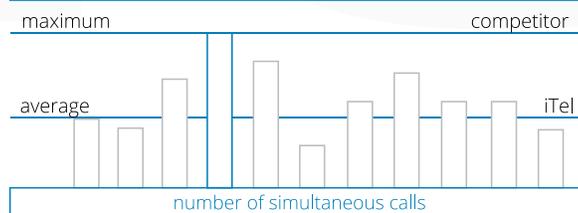
Our Hosted PBX offers burstable capacity and the assurance that your phone lines will never ring busy - ever. Only pay for the lines that you use, but when you need more during peak times, we can automatically burst your line capacity to handle the influx of calls.



Redundant backup line:

iTel Managed Voice comes with an industry-leading 100% uptime guarantee. We offer triple redundant emergency recovery ensuring your phone lines stay up with off-site hosting and call routing.

We charge based on averages



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Managed Voice vs. Self-Hosted Voice

iTel Managed Voice

One company handles your entire phone system, iTel provides you with:

- Hosted PBX
- Enterprise-grade hardware
- Best connection type for your specific voice needs
- 24/7 managed support (make changes, add services, investigate issues at no charge)

We are constantly monitoring all potential failure points, enabling us to guarantee full quality service.



Self-Hosted Voice

Several different companies handle your phone system:

- One company provides your Hosted pbx
- Another company supplies your hardware
- And even a third might provide your internet connection
- Additional tech support and changes come at a cost

Three companies for one service is an administrative headache. If your phones go down, you have to troubleshoot with each provider to see where the issue is.

iTel Managed Support



- Access to 24/7/365 Canada-based technical support
- When you call support someone will answer within 1 minute
- That same person will be able to fix your problem without having to escalate to other departments
- When you submit a ticket online, someone will respond to you within 15 minutes
- Experts ready at your disposal. Make changes, additions, and more at no charge.



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Communicate Better and Smarter with a Hosted PBX



Increase productivity:

Share resources and seamlessly route calls between all your office locations. Instead of hiring a receptionist for each branch location, a hosted PBX allows one receptionist to answer company-wide calls from across the country.



Scalability:

Hosted PBX systems live in the cloud, which means upgrading to additional services can be added with the click of a button. Easily scale your phones as your company grows by adding extra phone sets and switches without costly upgrades.



Cut Costs:

Burst billing, eliminating future capex hardware costs, and bundling services on one monthly bill will save your organization money.



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Take advantage of our full suite of HPBX features with iTel Managed Voice:

Taking your Hosted PBX off-premise enables us to remove failure points and create 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.



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- **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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iTel Managed Voice with MPLS



Choosing iTel Managed Voice with internet that is 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.