



iTel MANAGED VOICE

Exceed Expectations

- **Enterprise-grade voice quality**— through prioritized multiprotocol label switching (MPLS)
- **Continuously updated services**— ensuring your phone system never goes obsolete
- **Burst billing**— pay for average line usage, not peak usage
- **Disaster recovery**— through call routing and interactive voice response (IVR)
- **One of the furthest-reaching multi-carrier networks nationwide**— to link all of your remote branches across Canada
- **24/7 “no-holds” Canadian support** trained for today’s networks
- **Constantly maintained voice system**— for smooth service and reliability
- **Industry-leading 100% SLA**— guaranteeing triple redundancy with no downtime

Managed Voice

Old-school reliability meets new-school technology

Functionality at the Best Price

When looking for a new phone system, businesses don’t know what their employees need and often overlook features that boost productivity and give them the competitive edge. What usually happens is a trade-off between functionality and price. Without the IT resources needed to monitor a system 24/7, companies sacrifice productivity for a lower-maintenance model that underperforms and falls short on quality.

iTel Managed Voice is an end-to-end solution that offers the feature-rich phone systems your business needs to thrive, and backs them with an end-to-end 100% uptime guarantee. We remove the costly maintenance and need to purchase depreciating assets by providing you with a hosted PBX and all the required network components. These components are preconfigured by our in-house network engineers, who then monitor the system 24/7. No more unexpected costs; let iTel Managed Voice take care of the work for you.

The Best Solution For Your Business

Cut capital costs. iTel Managed Voice replaces all of your antiquated infrastructure. There is no hardware to break or depreciate, and no service charges for system upgrades. One bill, one support number, one company.

Maintain strategic priorities. Supporting your own phone network can be costly and time-consuming. Ease worries with our **“no-holds” Canadian support**. Our support team of **L3 technicians** continuously monitor and ensure quality 24/7 so you can maintain strategic focus.

Peace of Mind. iTel Managed Voice comes with an **end-to-end 100% SLA**, so your business can count on the quality and uptime expected from a phone system.

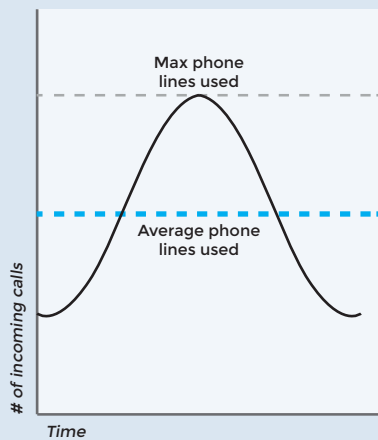
Tap into one of the largest networks nationwide. We’ve built a “network of networks” that connects all of Canada’s largest telephone and internet systems. We can service numbers from over 14,000 rate centres across North America, including over 2,000 in Canada (one of the largest footprints in Canada).



Cut down unnecessary costs with

Burst Billing

Your business only reaches a maximum amount of calls during peak times, so why are you paying extra every month for lines that go unused most of the year?



Instead of the traditional one phone line per phone, iTel Managed Voice only charges you based on your average call volume used. When peak times do hit (say, a ski resort receiving more calls in winter than summer), extra lines used over the average are only burst billed at 2.9 cents/min. Your customers will never get a busy signal again.

The Managed Voice Competitive Advantage

End-to-end 100% SLA. iTel managed voice service is guaranteed end-to-end from our core to your employee's handset. Our 100% SLA outlines our commitment to providing quality service.

Old school reliability meets new school technology. The majority of hosted PBX systems rely on third-party internet connections that cannot control priority or guarantee quality. By utilizing advanced MPLS connections, iTel Managed Voice is able to ensure the quality you expect from a phone system by prioritizing the voice traffic across the network.

Rapid scaling to fit business growth. iTel Managed Voice can be easily scaled by

simply adding extra phone sets and POE switches when required. Our system is scalable to thousands of endpoints with no costly upgrades to the hosted PBX.

Only pay for what you use.

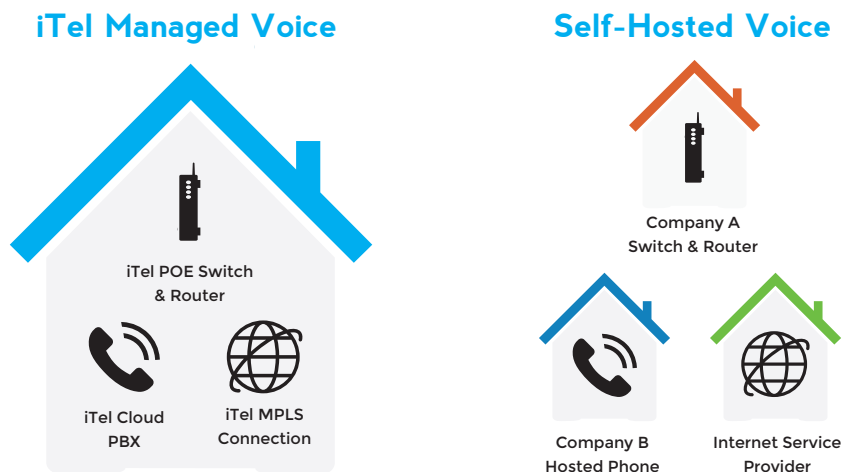
Competitors bill on a per seat basis, so you end up paying for phones that barely get used. iTel Managed Voice bills based on line utilization, so you only pay for what you are actively using.

Eliminate ongoing maintenance.

Your IT resources can quickly run dry maintaining both the company network and phone systems. We take voice off your plate to monitor, maintain, and fix your system 24/7.

A Comprehensive Solution

Many other hosted phone systems can have you dealing with 3+ companies independent of one another. If something goes wrong, you get the pleasure of dealing with each provider separately to pinpoint the issue (with each often blaming the next) before a solution can be found.



iTel Managed Voice is a one-stop shop solution controlled by our level 3 technicians end-to-end. By managing all aspects of the voice system ourselves, we're able to remove communication gaps and effectively fix and maintain your network. One company, one bill, one support number.



iTel Managed Voice makes it easy to connect and customize your personal settings. Our solution encompasses all aspects of the phone system end-to-end, so you'll always get feature-rich performance with guaranteed reliability.

We have created one of the largest networks nationwide, with 2,000+ rate centres in Canada and over 10,000 in the U.S. With over 9 years experience providing enterprise-grade voice and internet services, you can rest easy knowing your business is in experienced hands.

A Full Suite of Features

iTel Managed Voice includes all of the features your business needs to succeed at no extra cost to you. Some features include:

- **Burst billing-** Instead of the traditional "one line per phone", we charge only for typical line use, not peak. If you exceed this, burst billing is only 2.9 cents per min.
- **Sophisticated call groups-** Intelligent Multi-tiered call groups, e.g. call all sales representatives simultaneously
- **Caller management queues-** Manage how calls are transferred and to whom, e.g. call volume, tiers, round robin
- **Flexible answering rules-** Set custom call routing settings, e.g. after 5:00pm EST, incoming Toronto calls answered by Vancouver office
- **Breakout option in IVR queues-** Callers choose from menu, e.g. Press 1 for sales, press 2 for support
- **Detailed call log reports-** Call reports for tracking usage and performance
- **Voicemail blasting-** Send one voicemail to multiple users
- **After-hours control-** Set automatic phone/voicemail settings to fit your schedule
- **Custom music-on-hold-** Record custom messages for callers on hold
- **Dial-by-name directory-** Dial first letters of a name to be transferred to that extension
- **Conference calling-** Make multi-person conference calls from multiple locations

By 2020, IT professionals will have to manage 50x more information

Are your resources prepared? iTel Managed Voice takes voice off your plate, so you can maintain strategic focus.

- **Virtual assistant (IVR)-** Automated receptionist
- **Personal find me and follow me-** Forward calls to home or mobile devices
- **User management portal-** Website access to set personal settings
- **Call recording-** Record 10 GB+ of conversations for quality purposes
- **Presence across multiple devices-** See who's available, holding, or on a call
- **Intercom/paging functions-** Intercom/paging functionality among specific places
- **Call parking-** Park a call for others to answer

- **Advanced call forwarding-** Speak to another party before transferring the call
- **Nightly backups-** PBX system backed up every night

Maximize Resources and Increase ROI

iTel Managed Voice cuts outdated phone systems and expensive operational costs to provide your business with an all-in-one solution. Backed by our 100% uptime guarantee, iTel Managed Voice maximizes employee productivity and grows alongside your business every step of the way.

Why iTel Networks?

As a Canadian company solely serving business clients, we ensure you get the optimal solution and support to maximize efficiency and increase ROI. All iTel support experts are level 3 technicians, and walk you through step-by-step troubleshooting no matter how big or small the issue.

With guaranteed lowest pricing, 24/7/365 no-holds support, and a 100% Service Level Agreement (SLA) on one of the largest-reaching networks nationwide, you'll be cutting costs without compromising service.

