



FREEDOM
DIGITAL COMMUNICATIONS

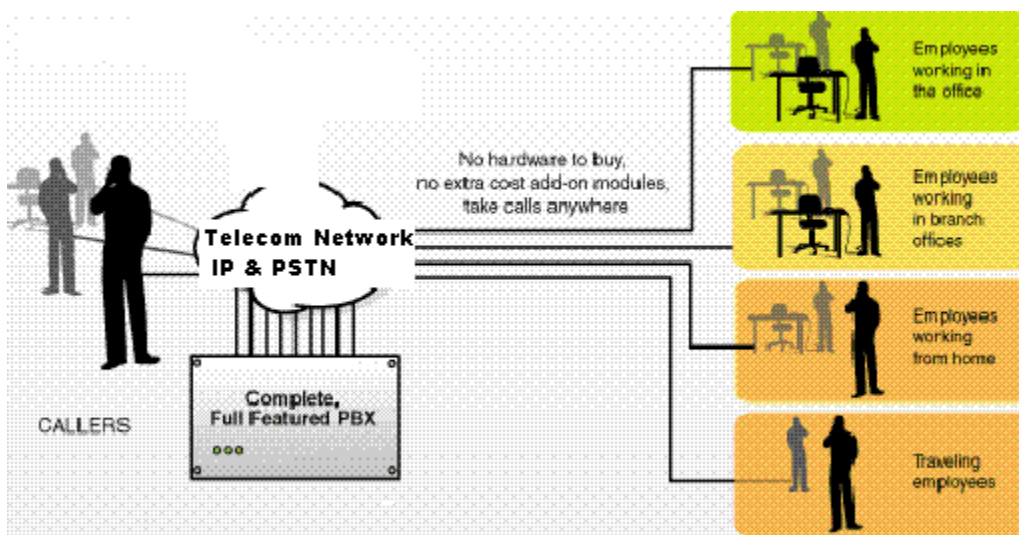
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FREEDOM DIGITAL COMMUNICATIONS Hosted Business Phone System

About Freedom Hosted Business Phone System

Whether you need an inexpensive small business PBX telephone system or corporate phone systems that can handle hundreds of employees, Freedom Hosted Business Phone System has a solution that fits. We deliver PBX call routing and other functions as a hosted service, rather than a complex piece of hardware that you have to buy, install and maintain. Our affordable solutions can integrate all your employees under one or more main business numbers, regardless of where they take calls - at headquarters, branch offices, home offices, or on the road.



We offer four (4) versions of our hosted service, accommodating a wide range of needs, from:

- FREEDOM SOHO PBX Plan
- FREEDOM SMB PBX Plan
- FREEDOM CORPORATE Plan
- FREEDOM BUSINESS CONTINUITY PBX Plan; unique disaster recovery/business continuation phone service for companies that already have a PBX.
- ***FREEDOM's Hosted Business PBX Services offers small, medium and large size business some of the features that can help them most:***
 - **Professional image.** We answer your calls with a custom auto-attendant greeting that oozes professionalism. Crafted by your own professionals, your greeting will tell callers who you are in a big way - and give routing options that will impress them with your capabilities. With features like queuing, dial-by-name directory, music or information on hold, and integrated conferencing, you'll project a powerful image to every caller. And you don't have to hire a receptionist!
 - **Low cost.** Getting Freedom Hosted PBX phone service means eliminating the up-front costs for hardware PBX equipment. Current industry estimates indicate that a hardware PBX system has an up-front capital cost of \$1000 to \$3,000 per user for the PBX, installation, initial support, telephones and lines. The Hosted Service from Freedom has an initial setup cost of just \$119.95! You will still need telephones sets, but since we can route calls anywhere, you can use existing home phones, or cell phones. We can even enable you to set up a "virtual office" with no central office space, saving you money on rent, utilities, and more.
 - **Affordable upgrade path.** Many small businesses change PBX equipment every two years or so, as they grow. They trade in a home PBX for a small business PBX. Then they trade that for a larger system. Each time they outgrow their old system, they are forced to pay huge upgrade or replacement fees. Our SOHO PBX customers start with very low costs, and can upgrade to the unlimited Small Business and Corporate products without the cost of equipment changes. There's just a modest fee for changing plans, and you only pay for what you need, never buying too much capability or too little.

- **Features, features, feature.** Our SOHO phone services work just like our larger systems, and offer most of the same features. Unlike competing systems that make you pay extra for a dial-by-name directory, or email delivery of voice and fax mail, we include a broad range of enhanced features at no additional cost.
- **ACD & Queuing.** The heart of quality big business phone systems, ACD queuing correctly connects calls when the callers know what they want but not who they want. Our business phone system solution implements full ACD queuing with even call distribution, skills-based call routing, overflow queues, self-managed agent presence, and real-time queue monitoring. Does yours?
- **Skills-based call routing.** Make sure calls to any department are answered by your most capable people first, while letting newer employees come up to speed at a more measured pace. You can even let people from different departments automatically support each other when one group is overloaded, reducing the need for new hires.
- **Call logs and real-time system monitoring.** You can know what's happening with your business phone system at all times, as well as what happened yesterday, or last week. Tweak your organization as needed to provide the very best service to your customers.
- **Transfer calls between extensions.** It sounds straightforward, but many virtual business phone systems can't handle this simple task. A Hosted PBX system will let you transfer calls to another employee, to the operator, to an ACD queue, or directly to your voicemail.
- **Save even more on maintenance costs.** With freedom's Hosted PBX, you will no longer need to pay for support and upgrade of your business telephone systems. We keep our system constantly up to date with the latest features. You don't need to hire or contract for PBX support services. You don't even have to pay a receptionist!
- **Distribute your workforce.** With a virtual phone system, you can route incoming calls to any type of phone, anywhere. This lets your employees work from the office, from home, work sites, or on the road. Try doing that with a typical small business PBX. You can even "Go Virtual" -- move to a completely "virtual" office, eliminating the expense of office rent.
- **Pay as you grow.** Small businesses often start with a small PBX and have to buy new systems as they grow - or else they pay too much up-front, trying to make sure their system will be big enough to handle future growth. Our small business phone system lets you start as small as you want and grow to unlimited size, while only paying for what you need.

• **FREEDOM-Hosted PBX Full Feature List:**

PBX Features	<ul style="list-style-type: none"> • Analog Stations/ATA required • Automated Attendant • Barge In • Call Hold • Call Monitoring • Call Park • Call Recording • Call Transfer • Caller ID • Conferencing • Conference Dial-in • DID • DID to Conference • Disable Lines • Display of Time & Date • Forwarding • Intercom • Meet Me Conference Rooms • Multi Site Networking 	<ul style="list-style-type: none"> • Multiple Appearances • Music on Hold • Outgoing Calls Limit option • PBX Status • Pickup Groups • Presence Management • Redial • Remote phones support (certify phones only) • Reports • Ring Groups • Secure Conferencing • Speed Dialing • Support for SIP telephones • System Alarms • System Backup • T1/E1 • User Console • Voice Enabled PBX prompts (English and Spanish) • Web Configuration
Voice Messaging	<ul style="list-style-type: none"> • Append to message • Caller ID in message • Departmental Operators • Envelope Information • Integrated all in one solution • Light message waiting light • Listen Controls • Message forwarding • Message management 	<ul style="list-style-type: none"> • Message sent to Email • Personal Greetings • Prompting based on presence • Record multiple greetings • Remote message retrieval • Support for .wav • Voice Folders • Voice message in Email • Web management
Outlook Integration	<ul style="list-style-type: none"> • Dialing out of Contacts 	
Call Routing	<ul style="list-style-type: none"> • Call Forward if Busy • Call Forward if Offline • Call Forward if Unanswered • Call Forward Internal • Call Forward Remote • Call Forward to Mobile phone 	<ul style="list-style-type: none"> • Find Me Follow Me • Hunt Groups • Incoming DID Support • VoIP to PSTN Routing (and vice-versa) • VoIP to VoIP Routing

	<ul style="list-style-type: none"> • Do Not Disturb 	
Web Based Interface	<ul style="list-style-type: none"> • Easy Auto attendant setup • Easy to create extensions • Extension monitoring • Status • Reports 	<ul style="list-style-type: none"> • Unified Messaging • Voice File Configuration • Voicemail Remote Retrieval • Withhold Number
User Administration	<ul style="list-style-type: none"> • Call Recording • Conferencing • Configurable via Web • Flexible mobility options 	<ul style="list-style-type: none"> • Message folders • Message management • Remote configuration • Voice Mail Configuration
Voice Quality	<ul style="list-style-type: none"> • Line Echo Compensation • Multiple codec support • Support of QOS 	<ul style="list-style-type: none"> • User authentication • Voice Compression

• **Basic Extensions \$12.95 per extension/mo**

PBX Features	<ul style="list-style-type: none"> • Analog Stations/ATA required • Call Hold • Call Park • Call Transfer • Caller ID • Conferencing • DID • Display of Time & Date • Forwarding • Intercom • Multi Site Networking 	<ul style="list-style-type: none"> • Multiple Appearances • Pickup Groups • Redial • Remote phones support (certify phones only) • Reports • Ring Groups • Speed Dialing • Support for SIP telephones • System Alarms • Voice Enabled PBX prompts (English and Spanish) • Web Configuration
Voice Messaging	<ul style="list-style-type: none"> • Caller ID in message • Light message waiting light • Listen Controls • Message forwarding • Message management 	<ul style="list-style-type: none"> • Message sent to Email • Personal Greetings • Prompting based on presence • Remote message retrieval • Support for .wav • Voice Folders • Voice message in Email • Web management

Outlook Integration	<ul style="list-style-type: none"> • NA 	
Call Routing	<ul style="list-style-type: none"> • Call Forward if Busy • Call Forward if Offline • Call Forward if Unanswered • Call Forward Internal • Call Forward Remote • Call Forward to Mobile phone • Do Not Disturb 	<ul style="list-style-type: none"> • Hunt Groups • Incoming DID Support • VoIP to PSTN Routing (and vice-versa) • VoIP to VoIP Routing
Web Based Interface	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • NA
User Administration	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • NA
Voice Quality	<ul style="list-style-type: none"> • Line Echo Compensation • Multiple codec support • Support of QOS 	<ul style="list-style-type: none"> • User authentication • Voice Compression
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

• **Enterprise Extension : \$15.95 per extension/mo**

PBX Features	<ul style="list-style-type: none"> • Analog Stations/ATA requierd • Barge In • Call Hold • Call Monitoring • Call Park • Call Recording • Call Transfer • Caller ID • Conferencing • Conference Dial-in • DID • DID to Conference • Disable Lines • Display of Time & Date • Forwarding • Intercom • Meet Me Conference Rooms 	<ul style="list-style-type: none"> • Multiple Appearances • Music on Hold • Outgoing Calls Limit option • Pickup Groups • Redial • Remote phones support (certify phones only) • Reports • Ring Groups • Secure Conferencing • Speed Dialing • Support for SIP telephones • System Backup • T1/E1 • User Console • Voice Enabled PBX prompts (English and Spanish)
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	<ul style="list-style-type: none"> • Multi Site Networking 	<ul style="list-style-type: none"> • Web Configuration
Voice Messaging	<ul style="list-style-type: none"> • Append to message • Caller ID in message • Departmental Operators • Envelope Information • Integrated all in one solution • Light message waiting light • Listen Controls • Message forwarding • Message management 	<ul style="list-style-type: none"> • Message sent to Email • Personal Greetings • Prompting based on presence • Record multiple greetings • Remote message retrieval • Support for .wav • Voice Folders • Voice message in Email • Web management
Outlook Integration	<ul style="list-style-type: none"> • Dialing out of Contacts 	
Call Routing	<ul style="list-style-type: none"> • Call Forward if Busy • Call Forward if Offline • Call Forward if Unanswered • Call Forward Internal • Call Forward Remote • Call Forward to Mobile phone • Do Not Disturb 	<ul style="list-style-type: none"> • Find Me Follow Me • Hunt Groups • Incoming DID Support • VoIP to PSTN Routing (and vice-versa) • VoIP to VoIP Routing
Web Based Interface	<ul style="list-style-type: none"> • Easy Auto attendant setup • Easy to create extensions • Extension monitoring • Status • Reports 	<ul style="list-style-type: none"> • Unified Messaging • Voice File Configuration • Voicemail Remote Retrieval • Withhold Number
User Administration	<ul style="list-style-type: none"> • Call Recording • Conferencing • Configurable via Web • Flexible mobility options 	<ul style="list-style-type: none"> • Message folders • Message management • Remote configuration • Voice Mail Configuration
Voice Quality	<ul style="list-style-type: none"> • Line Echo Compensation • Multiple codec support • Support of QOS 	<ul style="list-style-type: none"> • User authentication • Voice Compression

We also have for companies that preferred ownerships and high customization design one of FREEDOM's IP-PBX Business Phone Systems.

Freedom Hosted Business PBX Systems Plans:

1. **FREEDOM SOHO PBX Plan \$89.95/mo:** Freedom's SOHO (Small Office/Home Office) service plan gives even the smallest companies the call routing advantages of the largest enterprises in the world. With Freedom's SOHO PBX phone services, you pay just a few dollars a day and get all the features of a high end PBX. And with no hardware or software to buy, install, maintain or upgrade, it has huge cost advantages over other approaches. Give your small office a Freedom SOHO PBX service that includes all the features you need to compete effectively. Or send calls to a home office with the home PBX service that will give your callers a professional, "big-business" image. It's all part of the SOHO Service from Freedom's Hosted Business PBX Services.

a. Plan includes:

- i. **(1) Automated Attendant**
- ii. **(4) Enterprise User Extension (call center extension features are not included)**
- iii. **Additional Enterprise extensions \$15.95/mo**
- iv. **(2) Digital IP Voice Lines with 1 PSTN DID**
- v. **Additional Digital IP Voice Line \$14.95/mo**
- vi. **Additional PSTN DID \$5.95/mo**
- vii. **Unlimited inbound calls**
- viii. **1000 anywhere Continental USA minutes**
- ix. **Additional minutes \$0.035/cpm**
- x. **Setup Fee \$119.95**

2. **FREEDOM MSB PBX Plan \$149.95/mo:** In medium size companies, good communication with customers and suppliers is critical. But most small businesses can't afford to buy or maintain expensive phone systems. Freedom's SMB PBX has the perfect small business PBX solution. Freedom's Hosted phone system is easy on the wallet but it has all the features of high-priced systems. With our small business phone system, you're not getting a small PBX with limited capabilities. Instead, you're sharing a feature-rich high-end PBX at very low cost.

a. Plan includes:

- i. **(2) Automated Attendant**
- ii. **(10) Enterprise User Extension (call center extension features are not included)**
- iii. **Additional Enterprise extensions \$13.95/mo**
- iv. **(4) Digital IP Voice Lines with 1 PSTN DID**
- v. **Additional Digital IP Voice Line \$14.95/mo**
- vi. **Additional PSTN DID \$5.95/mo**
- vii. **Unlimited inbound calls**
- viii. **1500 anywhere continental USA minutes**
- ix. **Additional minutes \$0.035/cpm**
- x. **Setup Fee \$119.95**

3. **FREEDOM CORPORATE PBX Plan \$289.95/mo:** If your company is already handling a lot of calls, you're going to need powerful business telephone systems that can keep up. Ideal business phone

systems would allow an unlimited number of extensions, would never ring busy, would improve productivity with ACD queuing, would constantly update themselves with all the latest features without your help, and would keep costs under tight control. The Freedom Corporate PBX Service offers all of this and more.

a. Plan includes:

- i. **(3) Automated Attendant**
- ii. **(25) Enterprise User Extension (call center extension features are not included)**
- iii. **Additional Enterprise extensions \$12.95/mo**
- iv. **(6) Digital IP Voice Lines with 1 PSTN DID**
- v. **Additional Digital IP Voice Line \$14.95/mo**
- vi. **Additional PSTN DID \$5.95/mo**
- vii. **Unlimited inbound calls**
- viii. **2000 anywhere continental USA minutes**
- ix. **Additional minutes \$0.035/cpm**
- x. **Setup Fee \$119.95**

4. **FREEDOMBC-Business Continuity Service Plan \$RFQ:** Is a remote backup phone system for your business that can include instant, automatic failover. Acting as a hot standby PBX, it can mirror your primary

phone system and take over if your on-site PBX fails or if your place of business is inaccessible. Without a remote backup phone system you may be out of business when disaster strikes – because you can't communicate with clients, suppliers, or employees. Freedom Business Continuity Plan waits in the background until it is needed. When called upon, there is no hardware to boot, no software to run, and no data to move. As a hot standby PBX it is ready to go. Failover can be automatic and almost instantaneous, or you can bypass automatic failover and manage the transition on your own schedule. Calls can be routed to alternate phones in any location, such as cellular phones, phones in branch offices, or home phones.

Unlike premise-based equipment, Freedom Business Continuity-BC Plan is a remote backup phone system, which means that it can continue to work even if your entire building is shut down. A major power outage, fire, flood, or other problem can take down both a primary PBX and a backup system, or could make it impossible for employees to get to office phones. But FreedomBC system will still be running from its remote location, routing calls to wherever the employees are. Applications for FreedomBC Services:

Phone System Business Continuity

Business continuity means making sure you can keep doing business when equipment fails. Many companies employ business continuity techniques for their data and network systems, but phone system business continuation can be even more important. If your customers, suppliers and employees can't reach you, will you still be in business?

Basex Inc., a leading knowledge research firm, has estimated that a typical 500-person company would lose over \$90,000 per day without phone system business continuation. IP1BC Service can help to reduce or eliminate that kind of loss.

Instant PBX failover

In phone system business continuity, PBX failover must be fast. By using FreedomBC Service in concert with Direct Termination Overflow (DTO) or a similar service provided by your phone company, PBX failover can happen within seconds, without any human intervention. Since a PBX failure doesn't always mean other systems are down, your employees can often keep your business running from cellular or branch office phones. Callers may not even know there has been an outage.

Scale to any level

FreedomBC Service is so complete, with so many important features, that it can usually directly mirror your primary PBX. Any size company can use the service, and it can provide phone system business continuity for all workers, or just for the most critical business functions.

Keep running no matter what

A true phone system business continuation solution needs to be able to handle any kind of problem, no matter how big or small. Because FreedomBC Service is hosted from a remote location, it will stay up and running even if your site is down or inaccessible.

For more information regarding this services please contact one of authorize sales representatives for a free assessment and quote.

End User Pricing:

Service	Tier 1 1 to 10 exts.	Tier 2 11 to 25 exts.	Tier 3 26 to 50 exts.	Tier 4 51 to 100 exts.	Tier 5 100 or + exts.	Setup Fees
Basic Ext.	12.95	11.95	10.95	9.95	8.95	119.95
Enterprise Ext.	15.95	14.95	13.95	12.95	11.95	119.95
Call Center Agents	RFQ	RFQ	RFQ	RFQ	RFQ	RFQ
Call Manager Console	RFQ	RFQ	RFQ	RFQ	RFQ	RFQ
Auto Attendant	14.95	13.95	12.95	11.95	10.95	119.95

Note: Virtual extension are any end point termination that it is not an actual extension (eg: voice-mail, call forward number, e-mail, etc.) in the Hosted FREEDOM-PBX Service.