

**NetServices are a channel-centric business working with a select number of key partners. Our hosted IP voice solution offers businesses fully managed, wholly integrated business telephony incorporating all aspects from portal access to the network to real-time billing. Due to the fact that we built it, we are in complete control of every aspect so you and your customers are guaranteed performance.**

### Call Cost Savings

Once you are using the NetServices system all costs within your network are free of charge so you can eliminate call costs between different sites. As part of our initial consultation with you NetServices will work with you to develop the most effective call plan for your organisations' specific needs. Additionally our call costs are very competitive. We regularly benchmark industry pricing and ensure that both our resellers and customers can take full advantage of the best industry rates.

### Flexibility

One of the major challenges to business and IT departments today is how to effectively support remote and mobile workers. Location independence is inbuilt within the system, so regardless of where your employees are based they can be included on the network. There is no call cost to contact them – and they are available on your standard number as if they were in the office.

### Business Management Information

Integrated within the system is a real-time call management information platform. This enables us to provide you with real-time billing, i.e. as soon as the call is completed it is available on your bill. Because all information for internal, incoming and external calls is logged within the system, and is so easily manipulated, it can also provide you with highly useful business and financial information. All of this is immediately accessible to you via the portal.



### Enhanced Control

Instead of the traditional pbx, often clumsy and difficult to alter, with our system you have a simple browser interface to your SoftSwitch. Adds, moves and changes become a simple task rather than a time consuming chore. In fact this is achieved so easily you can actually empower employees to undertake certain functions themselves e.g. diverting calls to the most appropriate numbers.

### Reduced Infrastructure Costs

Using the Quality of Service (QoS) network underpinning the NetServices system you can run voice as well as data, multi-messaging and video over one network. Also as this is a hosted solution you will never need a PBX again.

This means no more expensive maintenance, PBX upgrades, or any of the other associated costs such as moving extensions or adding new users.

The NetServices voice system incorporates many features as standard that are charged as extras within other systems.

What is so unique about our system is the ease with which these features can be accessed via the integrated **portal** which allows users to access all modules of the system. Users can change standard information and easily arrange functions such as call forwarding and call divert.

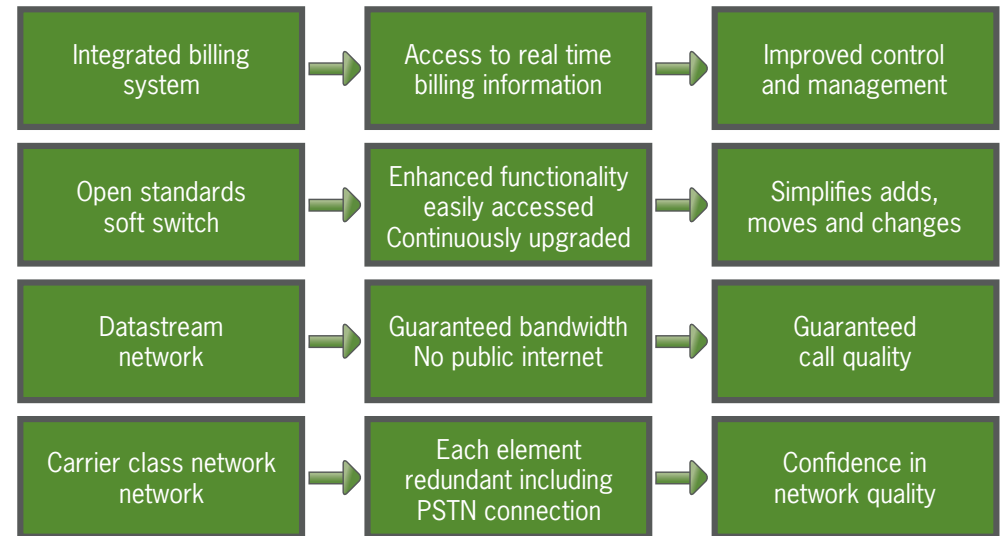
The **real time billing** system with access to call costs by site, department or individual users, or report on inbound and outbound calling is also all accessible via the portal. Permissions can be set by the administrator according to the level of functionality required by that user.

The **Phone Manager** module, that replaces the traditional PBX, is highly feature rich. Features such as voicemail, calling line identity and remote pick up as well as more advanced features such as Interactive Voice Response and voicemail are all included. Many businesses now consider these to be vital business tools yet adding them as options on other systems can add hugely to your costs. A full list of features is listed on the following page.

The **Operator Console** module (reception) allows multiple concurrent inbound and internal calls at a nominated extension as well as providing a PC based graphical interface, integrated keyboard or mouse user operation and a visual status of extensions.

All elements of the system are supported with proactive monitoring - from the network to the servers and network infrastructure.

### Our Proposition



**For some time the business market has been looking to IP as the alternatives to traditional PSTN but business could never compromise quality/service trade off for cheaper calls.**

**NetServices has responded to this market demand with a fully managed service that not only maximises the usage of data-networking but also introduces a level of scalability, control and cost efficiency previously not found in traditional PBX systems.**

## SOFT SWITCH

The Soft Switch replaces the traditional PBX and allows customers to formulate dial/extension plans for each site.

Features within the SoftSwitch include:

### General Features

CLIP/CLIR, with per call control  
Customised Ring Tones (dependant on CPE)  
Caller ID/Name display  
Call Barring (incoming Black List)  
DTMF tones

### Calling Shortcuts

Speed dial  
Last Number Redial  
Call return - missed/received/placed calls  
Do No Disturb  
Blind Call Transfer  
Assisted Transfer  
Hold/Retrieve  
Directed pickup  
Group pickup  
Call Waiting/Display/Tone

### Voicemail

Message Retrieval via Phone Manager online  
User defined prompt/message  
Message Retrieval via SIP phone  
Message Retrieval via remote PSTN/mobile telephone  
Message forward/save via email

## Multi Office Set-up

Dial plan for multi-site configuration

## PHONE MANAGER

The Phone Manager, provides web based extension management including individual management, hunt groups and specialist features such as Conferencing. Accessed via the portal, the Phone Manager allows users to operate independently, to more proactively manage their own extension - particularly useful as staff increasingly become more mobile and less desk bound.

### Extension Management

Configurable user details  
Follow-me user options  
Speed dial options  
Voicemail access  
Blacklist option (inbound call rejection/diversion)  
Do not disturb option  
Directory Search facility (without integrated dialing)  
Help facility  
Hunt group configuration  
Pickup group configuration

### Follow Me (Call Diversion)

All calls (unconditional)  
On Busy (to voicemail)  
On No Reply  
Option to ring handset first  
To Any Number (extension, mobile, PSTN)  
Follow Me prefix barring (e.g. to mobile, international)  
Follow Me as Fallback number

## Conferencing

Three way conferencing  
Support for conference bridge

## Hunt Groups

Add, modify, delete  
Hunt Groups - sequential (serial, random, or most idle)  
Voicemail or diversion when no extensions can be reached

## Pickup Groups

Add, modify or delete pickup groups

## IVR menu

Add, modify, delete  
12 options 0 - 9 \*#  
Hunt Group  
Dial Extension

## Queues

Add, modify, delete  
Method  
Message Announcement  
Announce Hold time

## Customisable Features

Music on hold (generic or user specific)  
Message on hold (generic or user specific)  
Add, modify, delete  
Method  
Message Announcement  
Announce Hold time