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[VIRTUAL PBX OVERVIEW]

The following document contains program details for 3NG's Hosted IP PBX Solution. Please contact your Account Manager for a System Demo



Introduction

3NG Networks owns and manages a Voice over Internet Protocol (VoIP) network at its network operations center (NOC) located in the widely renowned NAP of the Americas. This network was designed specifically to provide Carrier Class applications to Multi Dwelling Units (MDU), Private Cable Operators (PCO), Service Providers and Businesses alike.

Utilizing the latest technology in IP communications, 3NG can offer VoIP services that require complex and unique configurations on a project by project basis. With services ranging from consulting and network design to actual deployment 3NG helps you develop your communication needs that would otherwise be too costly and perhaps impossible without the necessary resources.

Mission

3NG Networks developed and markets an integrated, carrier class VoIP Solution for Service Providers and Enterprises. This robust product allows the user to activate, provision, service and manage their service without the integration of multiple software solutions or providers avoiding incompatibility, custom programming, lack of support and complicated network configurations.

3NG Networks is built on the assumption that many customers may be prohibited from deploying emerging telecom technologies because of their lack of resources, experience and / or available capital. We recognize the lack of “turnkey” VoIP solutions available in the market. We’ve also observed that many of the available products are stand-alone and call for extensive engineering resources for a full solution. By offering qualified consulting services we help customers recognize the missing elements in their infrastructure preventing their organization from taking that next step.

What is VoIP?

3NG vPBX utilizes Voice over Internet Protocol (VoIP) technology to transmit your phone conversation over the internet as packets of information. With VoIP, your business's phone calls are sent over a broadband Internet connection (DSL, T1 or Metro Ethernet) via a data network and then connected to the *Public Switched Telephone Network* (PSTN). It's a much more managed and efficient way to communicate compared to traditional Plain Old Telephone Service (POTS). Because VoIP travels over an IP network it facilitates more custom and complex calling functions. These tools offer greater sets of calling features manageable from a simple web-based interface.

What is the 3NG vPBX Phone System?

The **3NG vPBX** phone system delivers Local and Long Distance, feature-rich, attractively-priced broadband internet phone service with online account management from Administrative to User levels. Our IP PBX platform also offers services such as Auto Attendant, Conference Services, Click-2-Email Voice Mail, Call Recording (Inbound and Outbound), Multiple Direct Inward Dialing number (DID's), Unified Messaging, Fax-2-Email and much more.

- ✓ Each employee is assigned an extension number in the system
- ✓ Employees tell the system the phone number(s) where they can be reached
- ✓ Calls are automatically answered by the **3NG vPBX** system Auto Attendant.
- ✓ Callers select the employee with whom they wish to speak.
- ✓ The system routes the calls to the appropriate phone.
- ✓ There is no PBX hardware or software to install, maintain, or upgrade.
- ✓ Self Healing with automatic firmware updates through the internet.

Go Anywhere, Be Anywhere, Work Anywhere and still get your calls!

Since the **3NG vPBX** phone system can connect calls to any phone, anywhere in the world, you can:

- ✓ Set up a virtual office, with employees telecommuting anywhere on the globe.
- ✓ Integrate multiple offices under one central phone number.
- ✓ Have calls follow you when you travel with Find Me features.
- ✓ Answer calls with a professional business greeting on the Auto Attendant, while employees are free to work where they are needed.

Custom Built for your business, **3NG vPBX** offers an integrated Voice and Data solution that lowers operating costs, increases business efficiency and offers Disaster Recovery redundancy while delivering crystal clear call quality.

Integrated Voice and Data

Class 5 Features

3NG vPBX offers industry-standard Class 5 features such as: Caller ID, Call Forwarding, Call Transfer, Speed Dial, Three Way Calling and *69

Unified Messaging

With our feature-rich unified messaging, Voice and Fax messages are viewable online or can be delivered via email, enabling responsive communication with customers and prospects.

Dedicated Internet Access

3NG's nationwide data network offers services ranging from DSL and T-1 products to the sought out new technology of Metro Ethernet.

Increased Efficiency

Single Solution

3NG vPBX combines five services - Phone, Internet, Conferencing, Long distance, and PBX - into one manageable monthly bill, eliminating the money wasted maintaining separate communication services.

Flexible Pricing

Because of the nature of VoIP and IP PBX you only choose the exact services and hardware you need. There's no need to buy additional service or costly hardware.

No Onsite PBX

3NG's IP PBX hosted system eliminates the capital expenditures and long-term leasing requirements with traditional PBX systems. Adding multiple locations and remote employees is only a matter of adding a phone and not upgrading costly traditional PBX capacity cards.

Save

Reduce capital investment and ongoing expenses with a low upfront implementation cost. Even cut international and long distance calling costs.

Reliability

Phone service is restored immediately in the wake of a disaster event.

Lower Operating Cost

ADMINISTRATOR BENEFITS

Easily Set Permissions

With flexible features, administrators gain control over voice and data communications by setting user permissions within the web interface including conference calling capabilities and feature sets.

Seamless Maintenance

Moves/adds/changes are quickly and seamlessly performed through the web tool, with no hard wiring or adjusting of cables.

EMPLOYEE BENEFITS

Role-based Access

With the Business USER web interface, employees have controlled access to the voice application, which allows them to manage conference calling, voicemail preferences and phone settings from any computer, anytime.

Personal Locator

With a few clicks of their mouse, employees can build a Find Me list ensuring they will get their customers calls.

[FEATURES AT A GLANCE]

Unified Messaging

This service enables users to receive messages from callers that are not answered within a specified number of rings or not found by the Find Me feature. It also enables Users to receive Facsimile transmission (FAX) directly their online account.

- ✓ Voice Mailbox
- ✓ Message Management
- ✓ Voice Message Waiting Indication
- ✓ Voice Messaging Notification
- ✓ Voice Messaging to E-Mail
- ✓ Call Notify

Auto Attendant

Auto Attendant provides enterprises with a powerful and flexible tool to field inbound calls to DID's and deliver them to the intended destination. Once connected to the Auto Attendant, the caller is welcomed by your greeting that provides a menu of options to complete call routing.

- ✓ Customizable Menu Options
- ✓ Dial by Extension
- ✓ Dial by Name
- ✓ Holiday Schedule
- ✓ Transfer to Operator
- ✓ Record Greeting Remotely
- ✓ Record User Names
- ✓ Time of Day Routing

Call Center (optional)

Businesses can establish technical assistance lines, customer support numbers, or order-taking centers. Multiple call centers can be supported per business. Incoming calls to a call center are presented to the next available agent.

- ✓ Call Queuing
- ✓ Multiple Call Distribution Policies
- ✓ Music on Hold
- ✓ Call Park
- ✓ Call Detail Records
- ✓ Custom CRM integrations
- ✓ Toll Number Rejection
- ✓ Call Recording
- ✓ Call Coach
- ✓ Call Barge

Conferencing

The Conferencing service allows vPBX users to create conference bridges with Admin, Member and Listen Only pin access.

[TOP 10 REASONS TO CHOOSE A 3NG VPBX SOLUTION]

1. State of the Art Technology and constantly growing.
2. Unique new features not found in traditional PBX
3. Flexible and easy scalability, adding or removing users with just a click.
4. Self Healing with automatic firmware management
5. Class 5 features such as Caller ID, Call Forwarding, Call Transfer, Speed Dial, Three Way Calling and *69, and much more.
6. All group services available including Call Center, Auto-Attendant, Attendant Console, Hunt Groups, Conferencing, and more.
7. System upgrades at no cost and portability for your existing numbers.
8. Connects remote offices or employees seamlessly without extra cost with a simple extension dialing.
9. Secure System, phone service is restored immediately in a disaster recovery event.
10. Savings reduce capital investment and ongoing expenses with a low upfront implementation cost.

For additional 3NG services or more information please contact your Account Manager or [click here](#) to email our sales department