

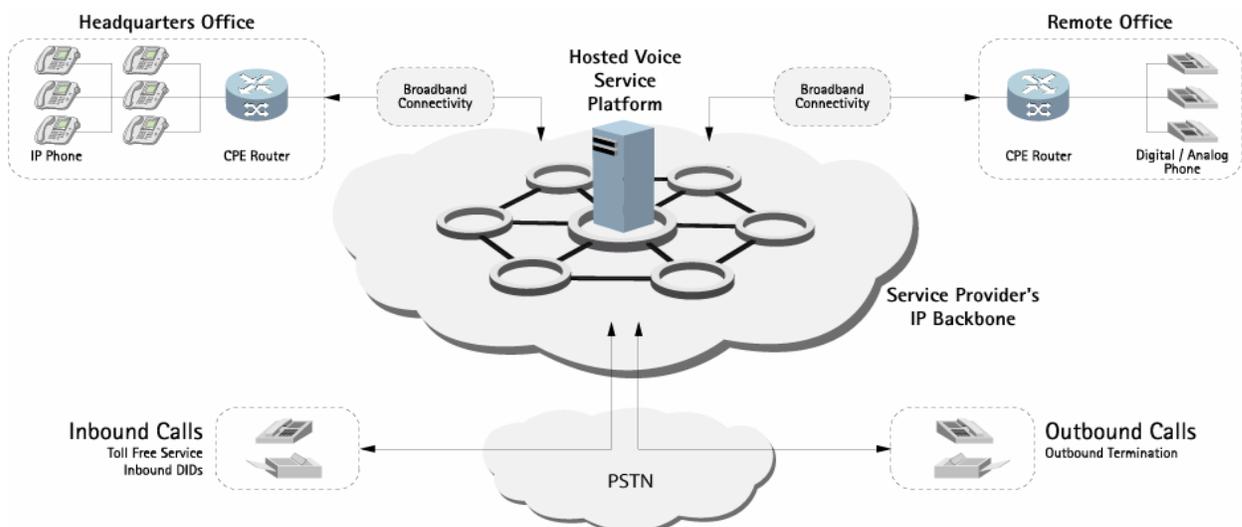
## Service Overview

*DigiDial-VoIP* is a business-grade Voice over IP service that is hosted on DigiLink's IP network and provides a robust, low-cost enterprise voice solution, replacing costly PBX or Centrex service with the flexibility and durability of Internet Protocol (IP). With *DigiDial-VoIP* your company can transform your current, costly, closed and proprietary phone system into a cost-effective, IP-based communications tool for all your employees. Break out of the physical limitations that any PBX system imposes with an instantly scalable voice solution offering all of the basic features that you expect such as call forwarding, call transfer, call waiting, caller ID, redial, call park/pickup, call hold, plus much more.

## **No Boundaries – outside the 'box' of traditional telephony**

As much as the Internet has transformed the way that business communicates over the last 10 years, *DigiDial-VoIP* will transform your business's voice communications from the rigid, limited system that your business has had to adapt to into a flexible, barrier free communications tool that will improve your employee's productivity and your bottom line in ways that will surprise you. With *DigiDial-VoIP* there simply aren't any boundaries, phones can be anywhere that there is Internet connectivity. IP telephones maintain their telephone number regardless of where they are physically located. Calls can be received, forwarded or transferred within the building, between buildings, cities, states, or countries with the same ease that everyone has come to expect accessing the web over the Internet.

*DigiDial-VoIP* goes far beyond traditional PBX, IP-PBX, Key, or Centrex services to include in your voice communication a vast array of Web-based feature functionality for simplified, efficient communication within your company. *DigiDial-VoIP* easily connects all of your company locations and remote employees with the same dialing plan, creating a virtual campus environment with intra-company 4- or 5-digit dialing, call forwarding, and enhanced company-wide voicemail capability. Your employees can manage all of their office communications needs through any web browser. Business communications no longer need to be dependent on location and hardware.



*DigiDial-VoIP* gives you the best of both worlds: the features and benefits of traditional voice systems and the power and capability of the Internet.

*Advanced PBX Features* — offers all of the features that you expect such as call forwarding, call transfer, call waiting, caller ID, redial, call park/pickup, call hold, and much more.

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### **Break the ties that bind your business telephone service**

*DigiDial-VoIP* breaks the stranglehold that the telephone company has on your business. Consider that the physical circuits that bring dial tone to your business location represent your telephone network identity. The telephone company maintains complete control over your telephone number(s), what service features you get and where you can use them. The same is true for those businesses that rely on a telephone service company to service their PBX or key system; a PBX vendor's primary business model is to lock their customers into an equipment centric solution and service. Maintenance charges for every move/add/change add up along with the time spent requesting the service. The simple task of adding an extra line could require a substantial upgrade to your PBX hardware and would be limited to whatever outdated equipment was compatible with the particular PBX system.



*DigiDial-VoIP* turns control over to you, the customer. With our powerful web based interface, you control where your telephone numbers are assigned. Your telephone numbers are no longer tied to a physical wire but are now tied to the actual device – a device that you control and configure with the services that you need, when you need them. *DigiDial-VoIP* is truly point, click, plug and play, simply configure the device and plug it into your network – anywhere. No wiring changes required to add a new phone or move an existing phone to another location. All IP telephones operate on the same Ethernet network that you use for your computers. Have a special telephone service requirement? Most businesses go out of their way to avoid telephone expenses even to the detriment of operations. With *DigiDial-VoIP*, any telephone service requirement can be addressed with a quick point and click instead of the huge waste of time and expense that would normally be expended on getting the phone company to make a change or provide special service.



Unlike PBX hardware centric solutions designed to lock customers into proprietary systems and expensive support services, *DigiDial-VoIP* is not hardware centric. *DigiDial-VoIP* is based on the open standard SIP protocol to ensure maximum compatibility with IP telephony equipment. If a new VoIP product comes out down the road, chances are it will be compatible with *DigiDial-VoIP* and customers can add it to their service, one device at a time without affecting the operation or performance of any other existing IP telephones. Customers can mix and match a variety of IP telephone equipment from various manufacturers. It is even possible to completely eliminate traditional telephone equipment altogether by using 'soft' phones – software that turns regular desktop computers into very powerful IP telephones with incredible features such as voice and video and 10 way conferencing for as little as \$50.



### **A telephone system that works for your business – not the other way around**

Most businesses find ways to work around or within the limits of their telephone system. Business procedures, practices and communications get molded around the limited features of the way a particular phone system works, forcing inefficient communications, employee distraction, lost productivity and worst of all, customer frustration.

*DigiDial-VoIP* provides advanced call control features that allow users to control how they can be reached. Finally, a single telephone number or extension can be assigned to each employee for the duration of the time that they are with the company. As they move their number goes with them

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whether they are simply away from their desk for a few minutes, or moving to a different office. Less voice mail tag and more communications means more productivity and less time spent looking for personnel. And most of all, important customers can reach the right personnel without the need to have someone 'baby sit' the phones to make sure that the important calls gets through to the right person.

## VALUE AND BENEFITS

- **Create a "national" campus**
  - Remove physical limitations
  - Connect remote employees to office seamlessly without extra costs
  - Migrate easily
    - You don't have to 'forklift' your existing system to transition to *DigiDial-VoIP*
  - Execute moves, adds, and changes simply (through Web-based tools)
  - Implement 2, 3, 4- and 5-digit extension dialing plans
- **Simplify User Experience**
  - A User Web Portal for all feature management and personal preferences
  - Shared company directory that is automatically updated as extensions are assigned to users. No more having to separately maintain and distribute the company telephone directory as it is maintained automatically and is available through every user's *DigiDial-VoIP* web portal.
  - Prioritized call handling
  - One unified voice mailbox
  - Instant tie-in to remote workers and branches
- **Save OpEx and CapEx**
  - Free "on-net" calling — Eliminates long-distance calling between offices
  - Free local calling — Save on the majority of calls that most businesses make
  - Reduced support costs — Instant moves, adds, and changes with a click of a mouse
  - Built-in disaster recovery
  - Bundled packaging and pricing
  - Minimized service calls
  - Minimized system upgrade costs
  - Minimized upgrade costs for new features
  - No full-time employee needed to manage phone system

## **Three classes of service**

*DigiDial-VoIP* is offered in three classes of service, which we call 'seats'. A 'seat' represents any telephone number or extension that is assigned to an IP telephone device. Each service level is designed with features to address the needs of business users at fixed price points that are highly competitive. All *DigiDial-VoIP* services include free local calling and very competitive long distance rates all without long term commitments or minimum usage requirements.

- **Advanced Seat**

This service is designed for the power user, offering the most advanced productivity enhancing services that are possible with *DigiDial-VoIP* service. A powerful and user friendly web portal, a sophisticated and easy to use Call Manager application that is fully integrated with Microsoft Outlook® providing 'click to dial' ease of use with their Outlook address book contacts. The Advanced seat showcases why *DigiDial-VoIP* telephony is the communications tool for the 21<sup>st</sup> century business user offering unique features like Remote Office and FindMe/FollowMe which permits users to receive and make calls from any phone, anywhere in the world. Unified voice

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messaging allows users to retrieve their voice messages by telephone or email and return calls at the push of a button. The voice portal provides alternative access to the system from where a user can change their status and make calls as if they were sitting in front of the IP telephone.

- Standard Seat

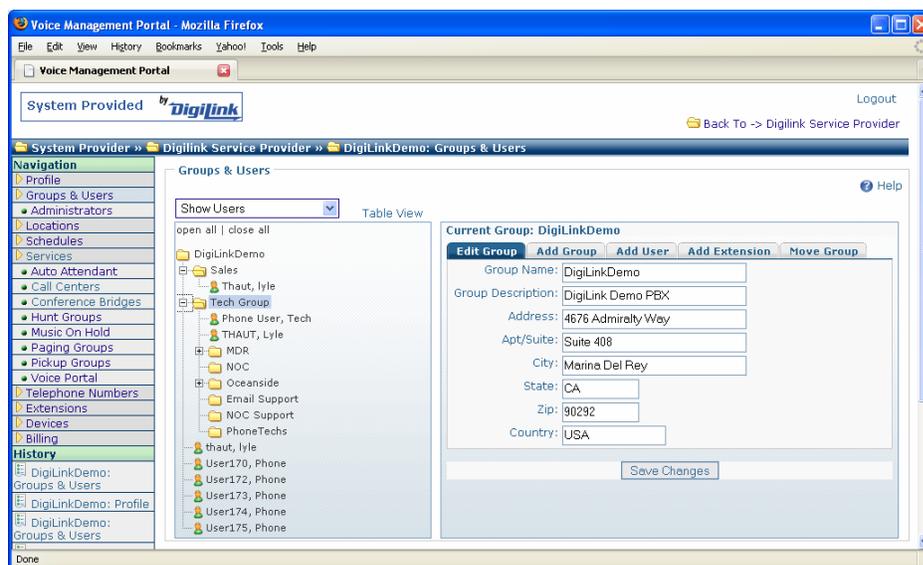
The *DigiDial-VoIP* standard seat is designed to provide all of the calling features and voice mail service that are expected and necessary to conduct business today. A web portal interface is available with context sensitive help to assist users in getting the most out of their service.

- Basic Seat

This service is designed to provide the basic telephony features without voicemail service that are normally required of telephones that are used in common areas such as conference rooms, lobbies, etc.

## Office Administrator Portal

Through this simple yet powerful web interface the office administrator can perform traditional PBX management functions and customize end user accounts based on the functionality they require. Features can be added or deleted from end user accounts, and administrative and management functions can be changed. Complete online help is provided with all functions. No longer are you dependant on the 'PBX guy' to make changes to your company's phone services.



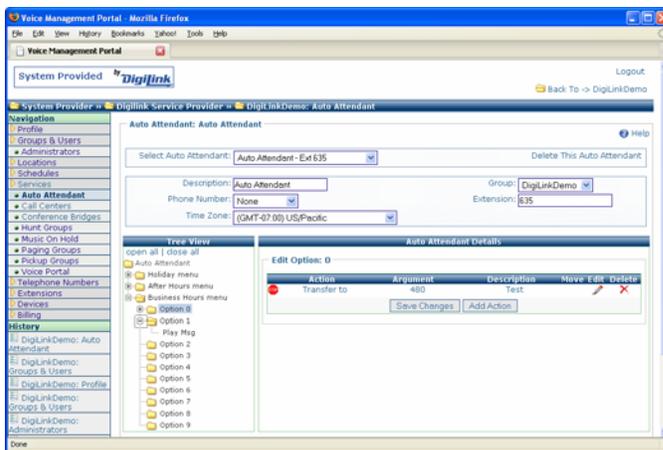
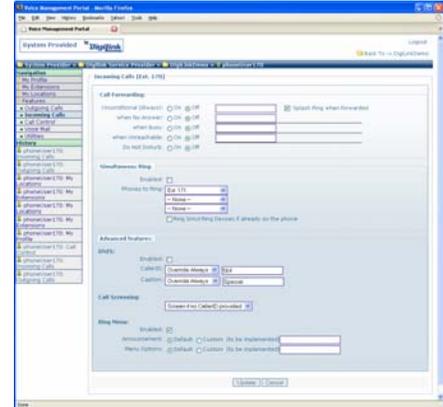
## Unified Messaging

“Unified Messaging” enables consolidation and management of communications; your voice mail and email can now be integrated. At your option, *DigiDial-VoIP* can deliver voice mail messages directly to a user's regular email box and can be played back directly on a computer or they can be accessed and played back through the voice portal just like traditional voice messages. Either method can be used at any time; users do not need to manage two sets of messages. When a message is deleted from a user's email box it is also removed from the voice portal. Conversely, when using the voice portal to delete a message it is also removed from the user's email box, automagically, thereby eliminating the need to manage multiple copies of the same voice mail message. When using the voice portal, users also have the option to call back the caller of any voice message as long as the caller leaving the message does not restrict their own caller id.

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### User Web Portal

Users have this Web-based graphical interface to access and manage all DigiDial-VoIP services. The User Web Portal manages such capabilities as setting “find me/follow me” preferences; viewing missed, outgoing, and incoming calls; placing outgoing calls; viewing and listening to voicemail messages; setting up conference calls; assigning speed-dial numbers; and managing personal and company contacts. In addition, the User Web Portal is fully integrated with Microsoft Outlook® software allowing ‘click to dial’ for any number in a user’s address book.

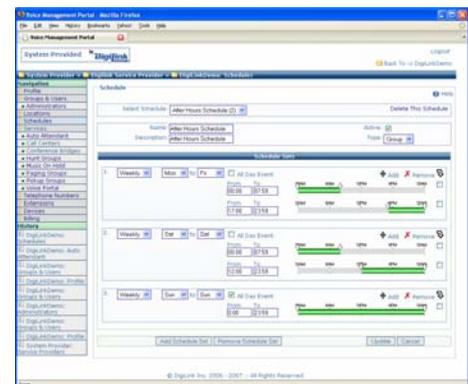


### Auto Attendant

An Auto Attendant provides an automated receptionist freeing up your employees time spent simply answering inbound calls. Callers can dial by name or extension from the automatically generated company directory or select from a menu that you can easily create or modify that represents your company's departments and/or services. The DigiDial-VoIP Auto Attendant is configured through a simple web interface and can be customized for both during and after business hours. Transfer numbers can be either internal or any telephone number worldwide.

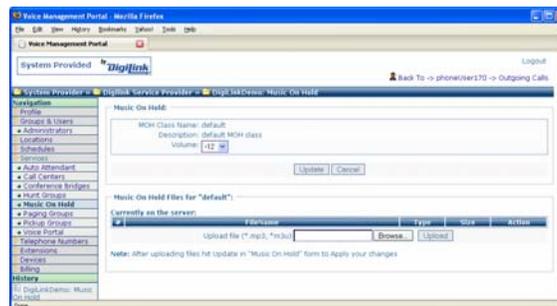
### Powerful Scheduling

Unique to DigiDial is a powerful scheduling capability that allows administrators to vary Auto Attendant functions, hunt group operation and as well user providing user control over various extension features. No other system available even offers a scheduling capability let alone one as powerful and easily managed as this.



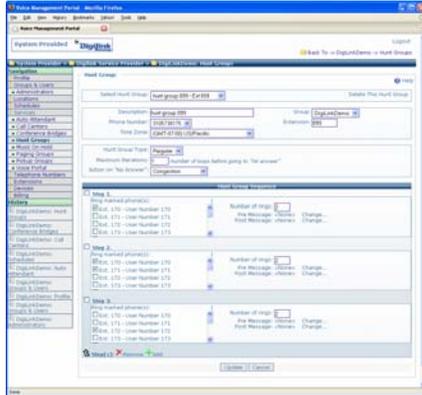
### Music On Hold

Provide your callers with professional music on hold service which can be customized to play not just music but you have the option of producing and playing your own content.



Voice Over IP

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### **Hunt Groups**

Provide the ability to ring a series of extensions either serially or simultaneously in a variety of sequences that are all easily configured through our web interface. Our system offers very sophisticated hunt group capabilities such as multi-step hunts that can include combinations of single and multiple extensions

### **Call Center**

Provides an advanced customer service oriented call center that intelligently routes callers to the 'next available agent'. The DigiDial-VoIP call center represents a huge value when

considering the costs of a traditional call center system and software package. Our Call Center functions include enhanced features such as agent log in and log out, call queuing, and overflow control all of which can be quickly and easily managed either directly from a phone or from our simple to use web interface.

### **Paging Groups**

Provides the ability to make paging announcements over a group of phones eliminating the need for a separate overhead paging system. Phones can be located within the same physical facility or can be spread out across the country. Simply dial an extension and make an announcement that can be heard within your building, across state lines or even in different countries! This is just one of many amazing examples of the ability of VoIP to go beyond the physical limitations of standard PBX systems.

These are just a few of the many advanced features available today on the DigiDial-VoIP system, all of which are available without making a major capital investment in a vendor specific PBX. And unlike an investment in a PBX system that locks you into a single vendor's hardware and features set at the time of purchase, you will have the immediate benefits as we continue to enhance the system and add new features without the hassles of upgrading an onsite PBX.

**It's not a matter of *if* you will switch to VOIP.  
It's *when*.**



**(888) 404-4736**

[www.DigiLink.Net](http://www.DigiLink.Net)