



SIP Trunking Information Packet

FOR MORE INFO VISIT:

intermedia.net

CALL US

+1.800.379.7729

EMAIL US

sales@intermedia.net

SIP TRUNKING

Phone Line Service for Business

- Replace expensive phone lines with Intermedia SIP Trunking and SAVE
- Local, long distance, and toll-free service with up to 50% savings

The Savings of VoIP with the Quality You Require

SIP TRUNKING OFFERS THE SMALL TO MID-SIZED BUSINESS UNMATCHED VALUE AND FUNCTIONALITY.

What is SIP Trunking?

SIP Trunking replaces your current local and long distance telephone service. You select how many phone lines you need for each office location (minimum of two), how many local and toll free numbers you need, and any enhanced services (voicemail, follow me number with voicemail, webfax, automated attendant, or conferencing) you wish to add. Many of the enhanced services can be customized for your specific business need or for each employee's specific working situation (working in the field, working from home, etc.)

SIP Trunking through Certified Manufacturers

Most SIP Trunking companies attempt to provide service for EVERY phone system available. They do this to ensure the largest market share but sacrifice customer quality due to their inability to create deep technical relationships with the phone system manufacturers. Intermedia's philosophy is a very different. Since SIP Trunks are more complex than traditional phone lines we understand that both the phone system manufacturer and the SIP Trunking provider have to work together. We only partner with phone system manufacturers that agree to ensure that our SIP Trunks work 100% perfectly with their equipment. This means easier installations and tightly integrated ongoing support for our joint customers.

Know That You're Buying from the Best

Intermedia's Certified Integration Partners are experts in both phone system and SIP Trunking installation. All Certified Integration Partners are highly trained on the setup and configuration of your phone system and have been certified to sell and install Intermedia SIP Trunking service.

Why SIP Trunking?

- Radically reduces phone line costs by up to 50%.
- Maintains your current infrastructure investment.
- Unlimited and long distance calling plans available
- Free "On Net" calling between offices
- Low cost toll free service
- Adds additional functionality such as automated attendants, unified messaging, & follow me.
- All installation, management, and support handled by Intermedia, and your certified installation technician, creating a complete solution that requires little effort.
- You can keep your existing phone numbers or order new local and/or toll free numbers. Everything will work just like it did with your old phone lines, but at a fraction of the cost.

SIP Trunking Comes With Top Notch Support

Intermedia's award winning Customer Service Group supports over 100,000 businesses just like yours, ranging from small, entrepreneurial companies to major enterprises such as IBM and Sun Microsystems.

- We treat each customer with the highest commitment to service and quality.
- Detailed billing information is included in the monthly bill.
- The call detail provided on the bill lets you see every inbound and outbound call.

Flexible Pricing Plans to Fit Your Business

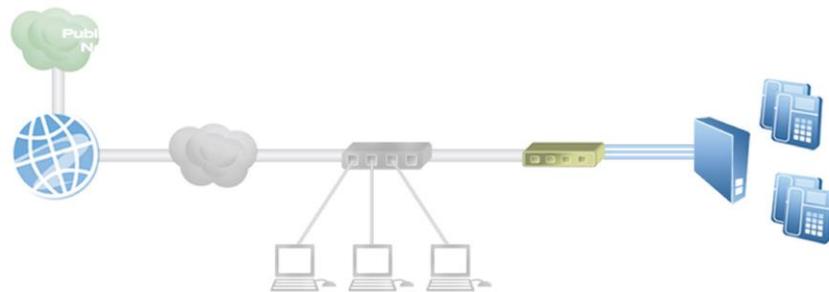
Metered: Lowest monthly rate with pay as you go usage Bundled: Low monthly rate with unlimited local and 300 minutes of LD Unlimited: Fixed monthly rate with unlimited local and LD in all 50 states

How SIP Trunking Works

In some situations, SIP Trunking requires a "VoIP Gateway" device to connect to your existing phone system and in other cases, SIP Trunking connects directly to your phone system. Your Certified Integration Partner will determine the best fit for your phone system.

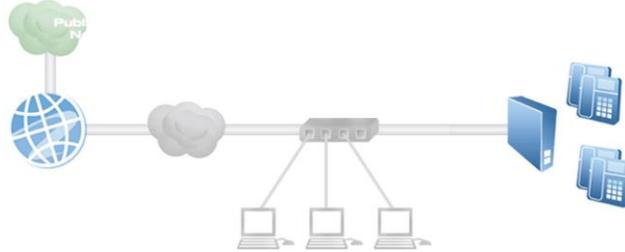
SIP Trunking with a VoIP Gateway

Your IP PBX is connected to a VoIP Gateway that is connected either to a dedicated Internet data circuit or your local area network. Phone calls come from the public network to the Intermedia network and are then routed to your IP PBX through your Internet data circuit.



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Your SIP Trunking Service will be configured to accommodate the number of phone lines and phone numbers you have ordered for each office. Additionally, you may select to add enhanced features which you can customize to meet your specific business needs.

The Business Class Features You Deserve

Once the SIP Trunking service is in place, you may add additional features at anytime. Add features like remote call forwarding, sequential ringing, voicemail, automated attendant, webfax and much more. All additional features work with your existing phone equipment and add value without the large hardware price tag.

Calling Features

Local Numbers: Intermedia SIP Trunking provides local phone numbers in over 85% of the top 100 Metropolitan Statistical Areas.

Toll Free: Intermedia SIP Trunking provides dedicated toll-free service.

Domestic Long Distance: Employees can place unlimited long distance calls.

International Long Distance: Employees can place international calls at Intermedia's low rates.

Remote Market Numbers: Portray a virtual local presence by pointing local numbers in other geographic areas to your phone system.

E911: Intermedia SIP Trunking supports 911 emergency services. **Directory Listing:** Your business numbers can be listed in local phone white page directories.

Directory Assistance: Employees can access directory assistance services.

Local Number Transfer: Move your existing local numbers to your new Intermedia SIP Trunking Service.

Toll Free Number Transfer: Move your existing toll-free numbers to your new Intermedia SIP Trunking Service.

Free Inter-Office Calling: Unlimited free calling between offices for multi-site companies.

Remote Market Number: Why spend thousands of dollars establishing a branch office out of state? Purchase a phone number specific to any chosen area, regardless of your current location, and gain a local presence anywhere in the nation for only 50¢ per month!

Personal Management Tools: Users who have been assigned advanced features such as voicemail, WebFax or Follow Me Numbers may access and manage their features through an easy-to-use website.

Enhanced Features

WebFax: A “virtual” fax service that allows you to receive and manage faxes via the web, WebFax also gives you the ability to send faxes right from your Windows-based PC.

Follow Me Numbers: Follow Me Numbers include a suite of enhanced capabilities to ensure calls are never missed by routing them to the right phone at the right time.

Toll-Free Conference Calling: Hold a conference call from any location! Host both “Always-On” (reservation-less) and “Scheduled” (reserved) conferences.

Call Forwarding: Employees can forward calls to any location.

Call Screening: Call screening provides three ways for users to manage their inbound calls: voice screening, private code, and urgency screenings.

Sequential Ringing: Employees can forward calls to multiple phones that will ring in a designated sequence.

Simultaneous Ringing: Employees can forward calls to multiple phones that will ring all at the same time.

Voicemail: Optional voice mail provides messaging capability with phone and Web access.

Group Messaging: Group messaging allows employees to forward and send voice mail messages to previously defined or “on the fly” groups.

Automated Attendant: Auto attendant greets callers and provides menu options for routing callers to the right person, department, or information. Auto attendant also includes dial-by-name and dial-by-extension, and is fully configurable by the service administrator.