

## COMPLETE BUSINESS PHONE SYSTEM

### **VoIP Hosted PBX Phone Service for Business**

#### **A Voice over Internet Protocol (VoIP) PBX Phone Service for Small to Mid-Sized Businesses**

Packet8 Virtual Office is setting a new standard for business phone systems with Internet-based PBX service designed especially for small to mid-sized organizations. The service includes numerous corporate-class PBX features that are customizable and simple to use, unlimited calls anywhere in the U.S. and Canada, rock-bottom, per minute international rates, and the option to add reliable T.38 fax service.

#### **Slash Your Total Cost of Ownership**

Virtual Office cuts the typical private branch exchange (PBX) system start up costs up to 90% while reducing monthly phone bills by 50%. Additionally, companies subscribing to Packet8 Virtual Office can operate out of different locations without losing any powerful PBX functionality, thereby eliminating the overhead cost associated with brick and mortar buildings as well as premium local and long distance charges for inter-office calling.

#### **Place Extensions Anywhere in the World**

With Virtual Office, businesses are not bound to any broadband Internet service provider or geographic location. Your Virtual Office extensions can be setup anywhere in the world with a high speed Internet connection. You can even choose phone numbers from multiple area codes, regardless of the actual physical location of your phones. With this geographic independence and flexibility, your business still sounds like one office and you save even more because all your employees are just an extension phone call away.

#### **Rapid Installation**

Install Virtual Office service yourself, with assistance from our dedicated customer support team if needed, or take advantage of our on-site professional installation services. Virtual Office uses your existing high-speed Internet connection (such as DSL, Cable or T1), adding more utility and value to your broadband investment.

#### **Changes Are Easy**

Virtual Office includes an easy-to-use online administration portal for customizing or changing feature settings such as Auto Attendant, Ring Groups and individual extension preferences. Plus, with Packet8 Virtual Office, you are supported with any changes and administrative needs for the entire life of your service.



# Here's what businesses are saying about Packet8 Virtual Office:

## **"Lots of flexibility that we didn't have with our old PBX"**

"We are moving into a new building and have gone with your Packet8 Virtual Office product company-wide. We are really appreciative of both the administrative support and technical support from Packet8. The features of this system afford our knowledge workers lots of flexibility that we didn't have with our old PBX. It was going to be very expensive to move our old PBX, get a new PRI, and we would still be stuck with same old PBX features.

A very simple feature, receiving voicemail via electronic mail, has helped us tremendously in communicating with each other when we are solving customer problems. Also, few things are sweeter than kissing your old phone company goodbye. Thanks for a great product. We like it so much we want our customers to install it too!"

— Dave McCoy, CEO, Business Information Group, Inc.

## **"We will save 60% on our telecommunication costs"**

"I am estimating that during the course of a year we will save 60 percent on our telecommunication costs. I would confidently recommend the Packet8 Virtual Office solution to any business like ours that wants to cut their telecommunication costs and obtain business-class features along with the tools to help manage their phone traffic more efficiently."

— Al Silverberg, president and CEO of Ristal Inc.

## **"Virtual office was the perfect solution for our company"**

"Prior to finding Packet8, we had a very expensive operation in Miami. We were running it with a traditional PBX system; however, we had no means of communicating internally over the phone with our farm and our admin office in Quito. So it was essentially always having one phone in one hand and another phone in the other hand trying to maintain communications between South America and Miami while the salespeople were on the other line with the customer. It was a mess. We came across as very unprofessional and, worse than anything, it was extremely expensive. Packet8 Virtual Office was the perfect solution for our company."

— Scott Fluhrer, Rosesource.com

## **"A very good solution"**

"I would definitely have to recommend Virtual Office. It's really turned out to be a very good solution. It's met our business needs and our budget requirements. There weren't any hidden surprises or hiccups. The support staff at 8x8 have been great to work with."

— Adam Geffner, UNISYS

## **"I can be anywhere in the world and run my business"**

"The Packet8 Virtual Office phone system brings us all together. With a virtual PBX, our customers think we're all in the same office. They call one number and it's like they are calling one office. They just listen to the auto attendant and press the extension number of the person they need to talk with. Our customers need to speak to someone and Packet8 Virtual Office has made it easy for them to get in touch with us. I can be anywhere in the world and run my business. My employees can be anywhere they need to be."

— John Marcone, Sabre Marketing

## **Additional Features**

- » Ring Groups
- » Online, real-time monthly billing statement
- » Distinctive Ringing (extension call vs. PSTN call)
- » Caller ID with Name, Call Waiting and Call Waiting Caller ID
- » Caller ID Blocking \*67 - \*68
- » Call Return \*69
- » Call Waiting disable \*70
- » Caller ID masking
- » Do Not Disturb (DND)
- » Unlimited extension-to-extension dialing
- » Includes unlimited in-network Packet8 calling
- » Three-way conference for all extensions
  - One-touch add extension or PSTN phone
  - One-touch drop last conference
  - One-touch join two parties
- » Music on hold and call park/call pick-up
- » Local time zone management for each extension
- » One-touch call transfer: extension-to-extension and extension to PSTN including one-step blind transfer and two-step transfer with announcement
- » Includes automatic call forwarding with selective rules for each extension and ring group
  - On busy (on configuration)
  - On no answer (on configuration)
  - Unconditional (controllable by the user on the phone or by calling the voicemail system)
  - Internet outage
- » Stutter tone notifications (on call forward, DND, or new Voicemail)
- » Complete system control through customer self-service portal



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## Each Packet8 Virtual Office extension includes a high quality business speakerphone and Packet8 Broadband Phone Adapter

- » Seven speed dial keys
- » Headset button
- » Caller ID display
- » 99 name and number directory
- » 15 number redial
- » Date and time display
- » Softkeys to drive Virtual Office one-touch features in different phone states, including:
  - Voicemail, DND, call park, forward, Auto-Attendant and Conference Bridge
  - Transfer, hold, conference in and drop, additional line, join parties, 3-way conference and flash

## Features Included with Packet8 Virtual Office

### Unlimited Calling

Using the Internet for routing phone calls substantially reduces phone bills.

- » To and from any telephone number in the U.S. and Canada
- » To and from any other Packet8 subscriber anywhere, worldwide
- » Direct dial for every extension
- » Non-blocking service, so there is never a busy signal
- » Extension-to-extension calling anywhere in the world
- » Reachable from the Auto-Attendant the same way every time, anywhere the phone is connected

### Auto-Attendant

A powerful, automated feature that can replace or assist a receptionist.

- » Available to callers 24 /7, based on scheduled or manual setting
- » Gives your customers options to find employees (dial-by-extension, name, company directory, or workgroup)
- » Customizable for different applications

### Full-featured Conference Bridge

An audio conferencing system that provides a way to hold unlimited telephone conferences with participants anywhere.

- » Saves travel time and expenses for meetings
- » Use with Virtual Office extensions and outside callers
- » Call out from the bridge to add participants, providing customer savings
- » Automatic email confirmation of conference bridge reservation

### Business-Class Voicemail

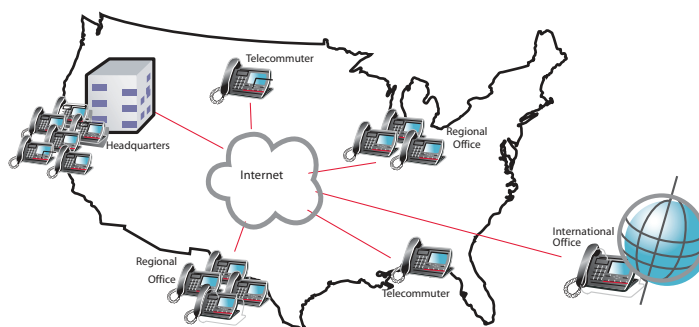
A powerful business-class voicemail service that is available when you cannot answer the phone.

- » Voicemail to Email delivery lets you listen to voicemail from your computer
- » Follow Me, Find Me is a call hunting feature that finds you - your incoming calls ring you at multiple phone numbers, one after another
- » Message and Forwarding, Call Forwarding, and Voicemail to Email forwarding capability
- » Dialing out of voicemail and boomerang

### Music/Messaging On Hold

Advertise your business to callers or treat them to music with customizable Music/Message on Hold.

- » Customers provide desired audio feeds
- » Conference invitees are treated to music while waiting for others to join



# Optional Virtual Office Service Plans

## Unlimited Extension/Unlimited Extension PLUS<sup>†</sup>

The Unlimited Extension plan is our flagship extension service for Virtual Office and Virtual Attendant providing unlimited calling to the US and Canada, unlimited in-network calling and features such as business class voicemail, a unique Direct Inbound Dial (DID) telephone number, Auto-Attendant routing and switchboard viewing. PLUS Plans allow businesses to get started without incurring any upfront equipment charges.

## Global Extension/Global Extension PLUS<sup>†</sup>

Unlimited Global Extensions offer unlimited calling to the U.S. and Canada plus unlimited calling to select International locations (non-mobile and non-premium). An unlimited extension includes Voicemail, a DID, Auto-Attendant routing and switchboard. PLUS Plans allow businesses to get started without incurring any upfront equipment charges.

## Metered Extensions/Metered Extensions PLUS<sup>†</sup>

Virtual Office Metered Extensions include 250\* minutes of calling to the U.S. and Canada, and then extremely low price per minutes thereafter. Metered Extensions include Voicemail, a DID, Auto-Attendant, routing and switchboard viewing for a low monthly price. PLUS Plans allow businesses to get started without incurring any upfront equipment charges.

## Virtual Extension

A Virtual Extension is an extension that can be reached from the Auto-Attendant by an extension call and by a Direct-Inward-Dial (DID). This extension is not associated with a physical Virtual Office telephone and can be forwarded out to remote numbers. Great for information-only mail boxes to communicate addresses, driving directions, promotional offers, product tips, etc., the Virtual Extension includes a mailbox, Auto-Attendant routing, switchboard viewing and a DID for direct and outbound forwarding. It also offers Voicemail to Email Notification.

## Switchboard Receptionist Console Application

This software application facilitates multiple call viewing with call control via mouse and computer screen. Capabilities include click-to-call, click-to-Transfer controls, direct/supervised view of extensions status, DND, busy/forward and idle, direct transfer to extension and voicemail.

## Virtual Attendant

The Virtual Attendant allows an existing Virtual Office subscriber to add subsequent Auto-Attendants with separate menus while using common Virtual Office unlimited and/or metered extensions and/or ring groups from another system.

## Virtual Telephone Numbers

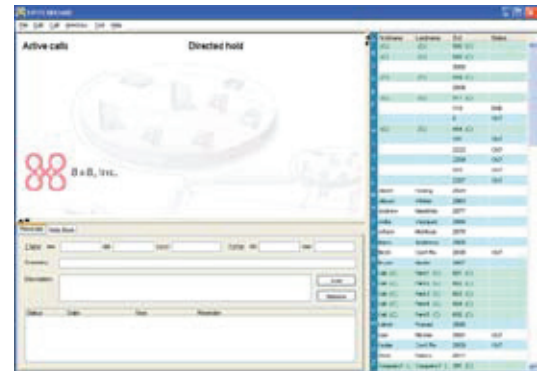
Packet8 subscribers can choose Virtual Phone Numbers from most area codes in the U.S., thereby providing enormous savings to people who call you from that selected area code. Virtual Phone Numbers can be assigned to extensions, the Auto Attendant, the Conference Bridge, a Ring Group or Voicemail.

## Virtual Office Fax Extension/Fax Extension PLUS<sup>†</sup>

Fax Extension, an optional service, is a real time VoIP fax service which utilizes the T.38 standard fax protocol to deliver the industry's most reliable fax service. T.38 is an ITU (International Telecommunication Union) recommendation for the transfer of real-time fax communications between two terminal endpoints via an IP network. Not only will Packet8 fax service work with all fax machine brands, it also costs less than a separate fax line from a landline phone company. PLUS Plans allow businesses to get started without incurring any upfront equipment charges.

## Toll-free Numbers

Packet8 offers an inexpensive way for your clients to contact your business by offering them a toll-free number as an optional feature of Virtual Office. Packet8's toll-free service costs a fraction of what traditional phone service providers charge—a flat monthly fee includes 100 minutes of inbound toll-free calls from the U.S. and industry low per minute charges thereafter.



[\* = Subject to change without notice.]

[<sup>†</sup> = No upfront equipment costs.]