

### **FreedomPipe will transform how your company communicates — simply, easily and affordably.**

FreedomPipe is a powerful business class voice and data communication service delivered over a T-1 broadband connection. FreedomPipe simplifies your voice and data networks, increases employee efficiency, and reduces your overall cost of communications and ongoing maintenance – *freeing you to manage your business, not your communication systems.*

#### **FreedomPipe Managed Service includes:**

- Managed T-1 Broadband Connection
- Hosted IP PBX Telephone System Features
- Voice Mail and Unified Messaging
- Local, Long Distance and Toll Free Calling
- High Speed Internet Access
- Conference Calling
- 24/7 System Monitoring

#### **Broadband Service**

FreedomPipe service offers VoIP and high speed Internet access to your business – from a single T-1 to T-3 connections with bandwidth up to 4.5 Mbps. The FreedomPipe broadband connection is dynamically shared between voice and Internet traffic. When your phones are not in use, the entire bandwidth is available for internet access, eliminating the cost of voice or data lines that may not be fully utilized. Voice traffic is always prioritized to ensure your calls always go through. Backup circuits are available to ensure access for mission critical applications.

#### **No Telephone System Required**

FreedomPipe's hosted PBX system delivers world class PBX features to your business over the FreedomPipe broadband connection, providing a robust set of calling features traditionally only available to large enterprises. Our hosted PBX eliminates the need to purchase or lease a PBX or key system - saving capital, floor space, electricity and insurance requirements of a premise based system. And adding multiple locations and remote employees won't cost a bundle. FreedomPipe service (and the cost) scales with your business – from SOHO to Enterprise.

#### **Choose the Services you want by the "Seat"**

FreedomPipe hosted PBX allows you to select and pay only for the features and services you require for each user or "seat" – and if you need to add additional users, departments, satellite offices or services – Just Pay As You Grow.

#### **Local and Long Distance Calling**

Unlimited local calling with long distance calling packages to meet your calling needs. Calls between employees and company offices are free on the FreedomPipe network – all the time.

#### **IT and Telephone Support hassles are a thing of the past**

With FreedomPipe's web based administration you can move users or make changes to a user workstation instantaneously. Users can set up their own voice mail, conferencing, call routing and features – fast and easy. No more waiting for service technicians – and if you need us, your dedicated Customer Care staff is available by phone, on the web or in your office – 24/7.

#### **Keeping up with Technology is Secure and Automatic**

With technology changing constantly, your FreedomPipe features and services are updated automatically over the FreedomPipe network keeping your business current with the latest features and services – freeing your staff from day-to-day telephone system maintenance, allowing them to be more productive.

#### **Business Class Reliability**

FreedomPipe's voice optimized network is managed end-to-end for peak performance offering business class voice quality and performance your business can count on.



# FreedomPipe™

## Productivity and Mobility

### FreedomPipe Personal Call Manager

Personal Call Manager is an easy to use Web based tool that allows FreedomPipe users to simply and easily manage their calling features increasing employee productivity and reducing phone system administration. FreedomPipe's Personal Call Manager provides Web based access to:

- Call logs for incoming, outgoing and missed calls
- Corporate and personal directories
- VoiceMail
- Sophisticated call management and forwarding
- Incoming call screening

### Speed dial at the touch of your mouse

“Click and Connect” with your contacts from the company directory, personal directory or Microsoft Outlook. Return calls from your Caller ID call log – saving you time.



### See your important messages – Instantly!

Your voice mail and e-mail are displayed in one unified messaging system – allowing you to spend your time responding to important messages, not wading through them. With our Web based FreedomPipe Personal Call Manager interface, you can forward voice mail just like e-mail.

*Your FreedomPipe service provides a single phone number, voicemail box and Internet access for each employee eliminating phone tag, busy signals and waiting for an outside line.*

### Web Based Audio Conferencing

Businesses love the ability to set up their own secure audio conferences anytime or anywhere – on the fly for three customers or a weekly sales meeting of 20. Conference set up and management has never been so easy.



### FreedomPipe Home Office

Setting up a home office employee any doesn't have to be difficult or cost a bundle. With FreedomPipe, an employee can be connected anywhere a broadband connection is available. Home office employees have the same voice communication services as if they were in the corporate office complete with transfer, voicemail, and extension/ intercom dialing. The company receptionist can transfer calls to the home office employee without long distance charges.

### Voice Assistant

The mobile user will value this handy add-on to the FreedomPipe Call Manager which provides discreet notification of incoming calls in real time on their choice of PDA, cell phone or PC and enables them to decide what to do with the call on the spot – answer the call, route it to voice mail, reply with a pre-recorded message or assign it to call later status in which the caller ID of the incoming call will be automatically dialed back in the desired time interval. Users will find this tool invaluable when expecting important calls during other activities



### Console Assistant Answers the Call

Receptionists can see who is on the phone and who is available and transferring calls is as easy as point, click and transfer. FreedomPipe's standard Automated Attendant allows companies to have their calls automatically answered – allowing the caller to choose the person or department with whom they wish to speak.



### FreedomPipe will set your Sales People Free

- Now your mobile employees can always be accessible with a single business number – on their cell phone, laptop or PDA – making mobile communications transparent.
- Outgoing calls made from anywhere appear as if they're coming from their office phone.
- Voice Mail messages can be retrieved from a single business mailbox.
- FreedomPipe's converged network can reduce communication costs – both in and out of the office.

### Find Me – Follow Me

Allows an employee to be assigned one business phone number and incoming calls will find them – on the road, on their cell, at their home office or wherever they want to be found – No missed calls, no lost sales opportunities, no more phone tag.

### Remote Phone

Use the full FreedomPipe functionality from another phone – your home phone, your cell phone or even a hotel phone as your business phone. Users can access their services and take advantage of inter-company extension dialing, corporate long distance calling plans, check voice-mail and change feature settings, giving you the professional appearance that calls are being initiated from the office – keeping your cell and home phone numbers private.



# FreedomPipe™

## Built in Disaster Recovery

Every business should have an emergency plan to protect its telecommunication infrastructure from man-made or natural disasters. With FreedomPipe, Disaster Recovery is built in. When your FreedomPipe system is installed, we will work with you to develop a recovery plan for your business that can be activated automatically or on the fly from any internet connection. Because FreedomPipe VoIP traffic is routed over a secure managed network, in the event of any service outage, incoming calls can be rerouted to voicemail, another office location, or forwarded to a cell or home phone ensuring business continuity.

We will tailor a FreedomPipe Package for your business allowing you to choose the broadband access speed and the features you need by the seat.

## Professionally Hosted, Monitored and Managed Service

FreedomPipe is a managed carrier class solution, professionally hosted with incoming and outgoing connections monitored real time 24/7 for performance. In many cases, our Network Operation Center can promptly fix the problem before calls are affected and if the problem is on the customer premise, we will promptly notify you or dispatch a technician as appropriate.

## The FreedomPipe Network

