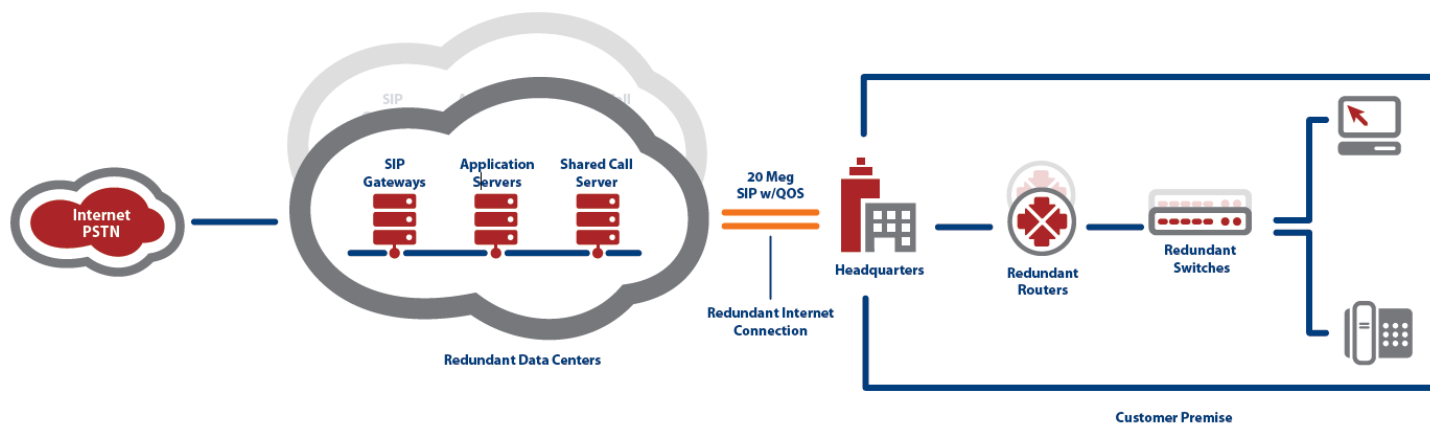


## Enterprise Grade IP PBX Voice service



### An end to expensive and proprietary on-premise systems.

ThinkingVoice™ leverages a resilient cloud infrastructure and Quality of Service (QoS) engineered network to deliver the best enterprise-class IP voice service and IP PBX capability available to meet your critical enterprise communications needs. For a fraction of the cost of proprietary premise-based systems.

ThinkingVoice is a key part of the ThinkingSuite unified communications ecosystem, combining on a single platform voice, video, mobility, presence, messaging, and collaboration applications with a powerful analytics engine and third-party application integration.

We use Voice over IP (VoIP) to connect desktop handsets, soft phones, and mobile devices to our managed PBX infrastructure deployed in Thinking Phone Networks' redundant data centers. The result: Crystal clear voice quality, advanced PBX features including voice mail and auto attendant, and an intuitive Web-based management interface that allows you to focus on your business—and not on buying and maintaining expensive and proprietary telecommunications systems at your site.

### LOW UPFRONT AND ONGOING COSTS

Because ThinkingVoice is a cloud-based, hosted service, we allow you to realize significant cost savings and nearly limitless upgradability compared to on-premise systems. With ThinkingVoice, there is no costly hardware to purchase, manage or maintain.

*ThinkingVoice is the right voice solution for your enterprise*

- Easy and cost-effective to implement
- Low upfront costs
- Local, long distance, and international calling
- High reliability
- Scalability
- Web-based management and reporting

### Advanced PBX Features

- Direct Inward Dial (DID)
- Auto attendant
- Caller ID
- Voicemail to email
- Call forwarding
- Global call transfer
- 4-digit dialing
- 3-way calling
- Call park
- Missed call log
- E911

## Enterprise Grade IP PBX Voice service

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Instead, Thinking Phone Networks handles the technology investments, upgrades, and ongoing maintenance, including moves, adds, and changes. Your enterprise benefits from a high-quality, robust and scalable voice service at much less cost.

### Ideal for Multi-site Enterprises

We built the ThinkingSuite communications and business applications platform specifically for multi-site enterprises. Our backbone infrastructure is deployed in five geographically dispersed data centers across the U.S. and delivers robust response, high availability, and redundancy. With Thinking Phone Networks, enterprises can bring all of their office locations and employees together under one phone system, with no need to purchase separate systems for individual office locations or remote workers. One global organization. One scalable, hosted phone service to connect it all. ThinkingVoice from Thinking Phone Networks.

And remember: With ThinkingVoice, no costly on-premise PBX is required. Advanced PBX features and functionality are centrally hosted and managed for you. Combining voice and data networks onto a single high-speed internet connection eliminates the need for a separate voice circuit.

### ThinkingVoice Advanced Features

**Polycom IP Handsets** – Feature backlit LCD screens, context aware visual menus, configurable line appearances, message waiting indicators, high quality full-duplex speaker-phones, micro browser support, PoE support, and more. Handsets available with 2 – 48 lines.

**Direct Inward Dialing (DID) Numbers** – Easily port in existing numbers or assign numbers from a block of DIDs to each end user. DIDs are available throughout North America and in many international locations.

**Caller ID** Supports inbound and outbound Caller ID name and number, and Caller ID masking.

**Simultaneous Ring** Allows multiple destinations to ring simultaneously when any calls are received on a single phone number. The first destination answered is connected.

**Ring Groups** Allows any group of handsets to be mapped to a given extension, DID, or auto attendant option. For example, incoming calls can be redirected to a designated group of extensions, enabling a busy call center to answer all calls promptly.

**4 Digit Dialing** Every ThinkingVoice user gets a company wide unique 4-digit extension. Internal 4-digit calling is free.

**Global Call Transfer** Ability to transfer calls to any internal or external number. Transfers work across any locations where ThinkingVoice is deployed.

**Saved Call Lists & Re-dial** Call lists on individual handsets show calls placed, received, and missed.

**E911** Full support for E911 services from all handsets in case of emergency.

**Out-of-Service Redirect** Automatically send calls to a backup, out of service destination without the need for manual intervention.

**Web-based configuration** A secure Web portal allows users to manage call forward settings, voicemail, handsets, extensions, and user activation / de-activation.

**Music-on-hold** Recorded music heard by telephone callers that have been placed on hold. Standard and custom options available.

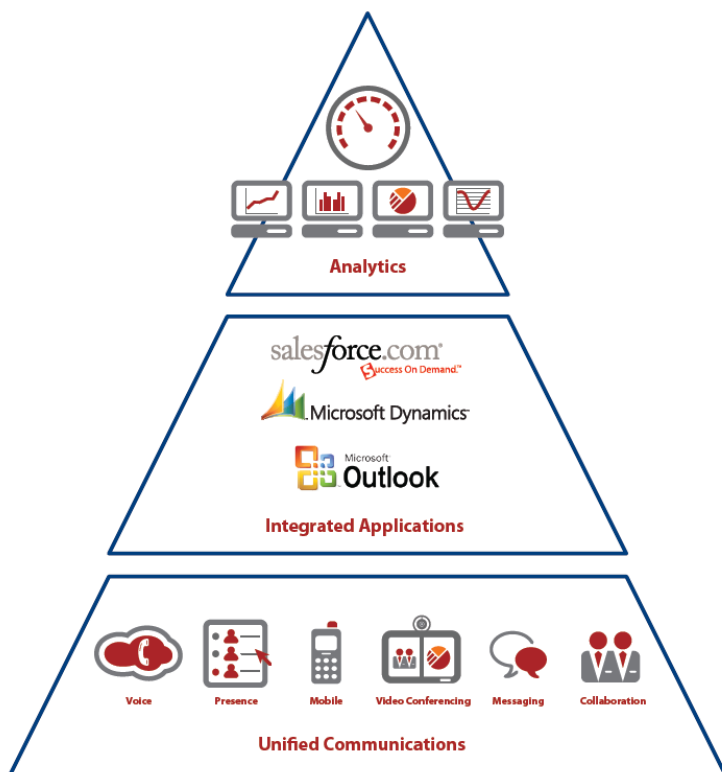
**Call Forwarding** Allows users to forward calls to their DID number to their cell phone or other destination from the handset, from an outside telephone, or from the Web.

# THINKING VOICE

Enterprise Grade IP PBX Voice service



OXFORD NETWORKS



**ThinkingVoice** is part of the Thinking Phone Networks unified communications ecosystem which combines on a single platform voice, video, mobility, presence, messaging, and collaboration applications with a powerful business analytics capability and third-party application integration.

## Handset and Dial-by-Name Directory

Allows a caller to dial a person by entering their name from their touch-tone keypad.

## 3-Way Conferencing

Ad-hoc conferencing allows end users to create conferences on the fly directly from their handsets.

## Do Not Disturb

Automatically forwards calls to your voicemail when you are unavailable.

## Find-me / Follow-me

Advanced call forwarding that allows inbound calls to be forwarded in sequence or at the same time to a list of numbers (“find me”) or to numbers based on a time schedule (“follow me”).

## Voicemail-to-Email

Allows voicemail message notifications and audio message files to be sent to your email inbox.

## Fully Customizable Auto Attendant

No limits on the number of supported calls, levels, office branches or locations, voice prompts, or types of behavior that can be programmed. Multi-location customers can have a single unified autoattendant for all their branch offices. Calls from the auto attendant can be delivered to any ThinkingVoice connected end user.

## SIP Trunks and Analog Gateway

An existing IP-enabled PBX can be connected directly to the Thinking Phone Networks ecosystem via SIP trunks. A legacy PBX can be connected via a gateway device to TDM interfaces, such as PRI or POTS.

## Conference Calling

Includes a full conference bridge service, accessed with either your local number or a toll-free number, supporting up to 100 participants.

## Fax-to-Email

Includes a fax-to-email service that delivers faxes as PDF attachments to your email inbox.