

SmartVoice Service:

Business Phone Lines and more.



- Local, long-distance, and toll-free phone service with up to 50% savings and no capital investment
- High Quality of Service through Dedicated QoS Circuit
- Integrates with existing equipment; No need to replace your PBX or Key System

Phone Service Savings Without the Investment.

SmartVoice Service includes:

- Local Dial Tone
- Long Distance Calling
- Conference Calling
- Toll-Free
- Voice VPN (Free Calling between Offices)
- Voicemail
- Follow-Me Mobility Numbers
- Fax Management
- Automated Attendant
- E911

...and a complete set of web based management tools and options!

Want the savings and advanced features of VoIP without buying new equipment?

SmartVoice Service is for you. SmartVoice replaces your current telephone lines, but lets you keep using your current phone equipment! Keep your current PBX and analog or digital phones, and get significant VoIP cost savings right away. Get advanced productivity features like On-Demand Conference Calling, Follow-me numbers and more.

What It Is

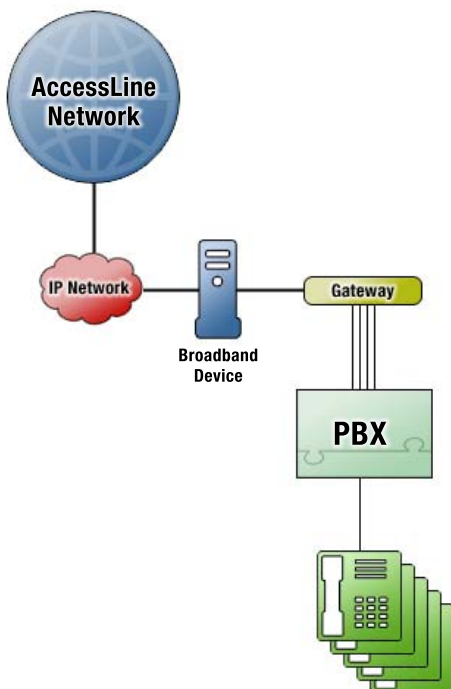
SmartVoice Service replaces your current local and long-distance telephone service. You select how many phone lines for each office location (minimum is four), how many toll-free and local numbers, and the type of phone numbers you want (basic, basic with voicemail, follow me number with voicemail, fax, automated attendant or conferencing). Many of the phone number types available can be customized for your specific business need or for each employee's specific working situation (in the field, in the office, etc).

How It Works

Two small pieces of equipment (a broadband device and a VoIP gateway) are installed in each of your offices. The gateway connects to your existing phone system, and the broadband device links to a voice circuit, installed as part of the SmartVoice Service, which is dedicated to your voice traffic (no need to change or reconfigure your email and ISP service).

We install and maintain the broadband device and gateway, so you don't have to worry about them. We install and maintain the dedicated voice circuit. This broadband connection is exclusively for your phone calls, delivering much higher quality than typical "Bring Your Own Broadband" solutions. With SmartVoice's high quality broadband connection, you don't have to worry about your phone calls getting blocked or slowing down due to heavy traffic on the office LAN, unlike most other VoIP services.

Your SmartVoice 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 (see the last page of this brochure for details).



How It Is Managed

Your company designates an administrator to manage your service. This administrator can contact AccessLine at any time; with one quick phone call, the administrator can have updates made to phone numbers, lines, hunt groups, extensions and a range of other features quickly and easily. AccessLine'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. An online web tool will also be available to your office phone service administrator.

Detailed billing information is included in the monthly bill. The call detail provided on the bill lets you see every inbound and outbound call.

Employees can use a convenient online tool to manage voicemail, faxes, and options for Call Forwarding and Call Screening.

Pricing Advantages

With SmartVoice, you don't have to buy expensive new IP PBX equipment or IP phones. With our low rates, you save an average of 50% over traditional phone service every month.

How To Order

Contact your sales agent to receive a service order form. The following information is required on the order form for your business:

- Service administrator's name, phone number, and e-mail address
- Number of offices and their office locations
- Precise emergency location address of each office for purposes of 911 response
- Signed acknowledgement of 911 Notification
- Name, address, and phone number of customer's phone system maintenance vendor
- Number of lines per office location
- Types of phone numbers needed
- Name and model of existing phone equipment
- Billing option (credit card or monthly invoice)
- List of any of your existing local and toll-free telephone numbers that you want to continue to use with the new service

Pricing

SmartVoice Basic Options - ANALOG

• Monthly fee for 4 lines. (Includes 2000 Minutes of Free Long Distance)	\$150.00
• Each additional line up to 24 lines (Includes an Additional 500 Minutes of Long Distance per line)	\$34.00
• One time install fee*	\$400.00
• High Quality Voice Service via dedicated broadband circuit	Included
• Unlimited Local Calling	Included
• Free On-Net Calling Between Offices	Included

SmartVoice Basic Options - DIGITAL

• Monthly fee for 12 lines. (Includes 6000 Minutes of Free Long Distance)	\$422.00
• Each additional line up to 24 lines (Includes an Additional 500 Minutes of Long Distance per line)	\$34.00
• One time install fee**	\$999.00
• High Quality Voice Service via dedicated broadband circuit	Included
• Unlimited Local Calling	Included
• Free On-Net Calling Between Offices	Included

Additional Features

• Conferencing - Toll free reserved and reservation-less conference bridge	\$3.99 No Activation fee
• Follow-Me Number - Call forwarding, call screening, simultaneous ringing and voicemail	\$6.99 No Activation fee
• Fax Number - Virtual fax machine for receiving faxes and viewing them on the Web. Send faxes from your PC.	\$3.99 No Activation fee
• Automated Attendant Number - Greet callers with automated menus and direct them to the right person, department or information.	\$49.99 \$50 Activation fee

* Install fee discounted by length of install: \$200 for 2-year contract, \$0 for 3-year contract.

**Install fee discounted by length of install: \$500 for 2-year contract, \$0 for 3-year contract.

Features

On Premise Equipment

Broadband Device: SmartVoice includes a Broadband Device that is installed at your location to interconnect with a voice-dedicated broadband circuit and either the analog or digital gateway.

Analog or Digital Gateway: SmartVoice includes either an analog or digital gateway device, depending on how many lines of service you order, that is installed at your location to interconnect with your PBX using either standard analog phone lines or T1 or ISDN PRI trunks.

Calling Features

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

Toll-Free: SmartVoice provides dedicated toll-free service.

Domestic Long Distance: Employees can place long distance calls at AccessLine's low rates.

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

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

911: SmartVoice 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 SmartVoice Service.

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

User Interface

End-User Web Interface: Each employee can access a secure web site to manage all aspects of his or her service.

Phone User Interface: Each employee can use touch-tone phone from any location to access and manage his or her service, including voicemail.

Enhanced Features

Voice VPN: Voice VPN provides on-net calling capabilities, allowing multi-site companies to call between sites for free.

Barred Numbers: The service administrator can disallow employees from placing calls to designated numbers, prefixes, or area codes.

Fax Store and Forward: A fax number captures the inbound fax and allows an employee to download the fax via the Web or any phone.

Toll-Free Conference Calling: Toll-free conference calling with industry-leading features is available with SmartVoice Service.

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.

Hunt Groups: Hunt groups allow inbound and outbound calls to search for the next available line among a predetermined number of lines.

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.