Simplify AND enhance your office communications

Cloud PBX

What Makes Cloud PBX The Clear Choice?

Reduce Your Costs

- Less Up Front, Less Over Time

Improve Your Communications

- Streamline your communications for increased productivity

Protect Your Business

- Business Continuity protects your business and keeps everything working in the event of an outage, accident, or natural disaster.
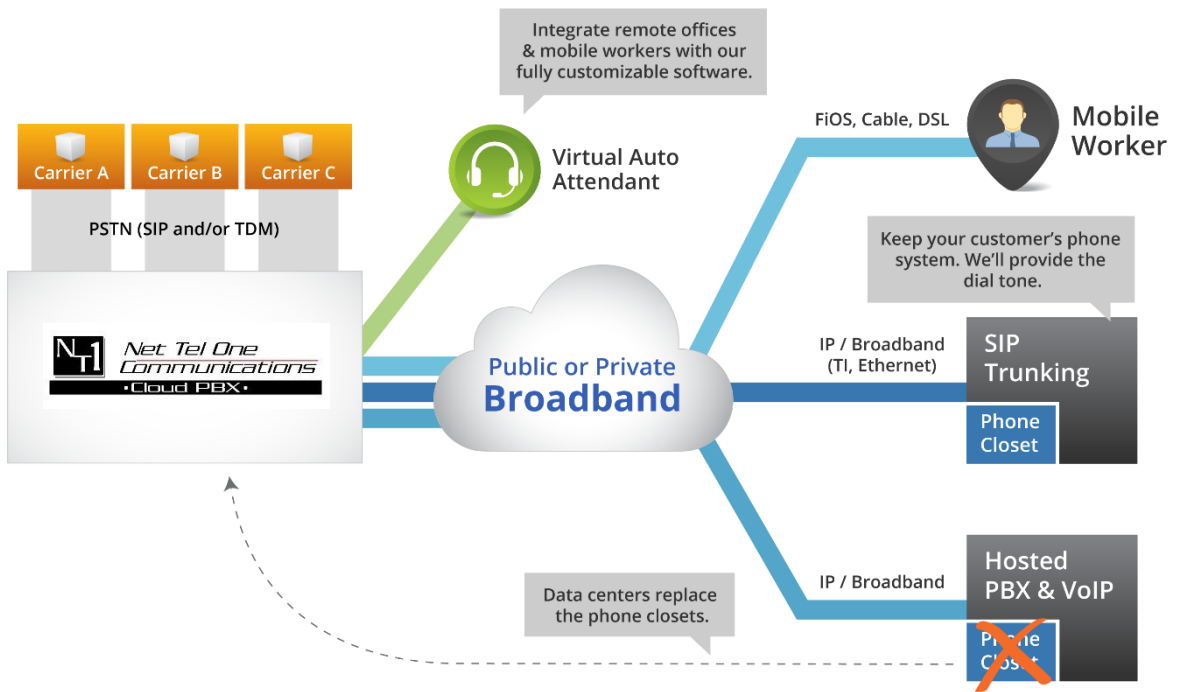
Future Proof

- Seize today with our technology—built from the ground up for your success today, tomorrow, and any day after that.
- Easy to use. Feature rich. Future-proof.
- Easily accessible via any modern web browser or mobile device, our feature rich platform helps to improve your communications, streamline your business processes, and facilitates your growth and success.
- As your needs grow and change over time, so do our features and capabilities. Endlessly scalable, flexible, and reliable, our cloud communications platform is truly future-proof, so you can focus on your business, and know that your communications solution will always remain relevant and competitive.

Net Tel One Support

- You deal with one local company from pre - installation to post-installation support. One Company from the start to the finish with one simple goal "KEEPING YOU A HAPPY CLIENT". We want so you stay with us.

Net Tel One Communications
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HOW IT WORKS

Integrate remote offices & mobile workers with our fully customizable software.

Virtual Auto Attendant

Carrier A   Carrier B   Carrier C

PSTN (SIP and/or TDM)

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Public or Private **Broadband**

FiOS, Cable, DSL

Mobile Worker

Keep your customer's phone system. We'll provide the dial tone.

IP / Broadband (TI, Ethernet)

SIP Trunking

Phone Closet

IP / Broadband

Hosted PBX & VoIP

Phone Closet

Data centers replace the phone closets.

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LESS UP FRONT AND OVER TIME

On Premise　　vs　　**Cloud Services**

Example: 50 seats			
$$$$$$$$$$ $$$$$$$$$$ $$$$$$$$$$ $$$$$ **$35,000** $700/handset	NRC	$$$$$$$$$$ $$$$$$$$$$ $$$$$$$$$$ $$$$$ **$10,000** $200/handset
$$$$$ $$$$$ **$1,000**	MRC	$$$$$ $$$$$ **$900**

Less Upfront, Less Over Time, Gets Better And Better

It's not just about cost savings. It's about quality and reliability too. It's about improving your communications and seamlessly integrating your business. It's about your success.

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SIP TRUNKING

Enhanced SIP Trunking: virtual phone line utilizing broadband access connection. SIP Trunking is a valuable solution for any sized-business, connecting your premise – based phone system via always-online broadband or dedicated connection.

Great for a small or mid-sized business looking for:

- Features of a traditional T-1/ PRI Line
- Business continuity & disaster recovery automatically reroute calls in event of emergency
- Unlimited or metered calling plans
- Savings over traditional telephone lines
- Gain the ability to share calling services across multi-site offices

HOSTED PBX

Hosted PBX: A high-quality phone system that resides in our data center and is fully managed and maintained by us at Net Tel One, thus dissolves the costs of traditional phone closets

- No capital investment
- Full PBX capabilities utilizing easy interface
- Low monthly phone bills (including VoIP services)
- Future-proofed phone systems
- Ease of use and ease of management
- End user support and training included
- Simple deployment of communication apps and solutions for your business needs
- An in-office experience right at your fingertips, wherever you are on whichever device you choose
- Upgrades AND maintenance included
    - New features are automatically made available to you as they are released

UNIFIED COMMUNICATIONS

Unified Communications: the seamless
integration of voice, presence, chat, data,
applications, and other technologies that help drastically improve your communication
processes and business productivity.

SUCCESS WITH UC
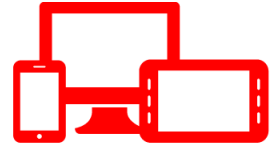
Cloud Communications: Virtually limitless configurations
possibilities to configure how you setup your hosted PBX and
VoIP solutions to make and take calls.

Operator Console: Helps enable your small to mid-sized business to
maintain complete visibility and transparency across the enterprise for

- Extension presence
- Click-to-dial
- Manage Call Center features (queues, agents, callers)
- Manage conference bridges
- And much more

Application Integration: Streamline and automate making and taking calls while
leveraging apps like Microsoft Outlook, Salesforce.com, and other third party apps.

Scalability: Scale as you see fit, and control features and services on a per-customer
basis, cutting down on your unnecessary costs.

Disaster Recovery: Rest easy knowing your business in protected in the event of a local
service emergency. With hosted UC, your data can be backed up, managed, and
prepared for rapid recovery.

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Virtual Auto Attendant & Mobile VoIP

- **Mobile VoIP**
  - Allows simultaneous ringing of Desk phone and mobile phone
    - Ability to control by time of day
    - Voicemail continues to be delivered as email attachment

- **Virtual Auto Attendant**
  - Answers callers with your company greeting then seamlessly routes caller to your alternate device such as a home phone, mobile phone, satellite office or an informational message.
    - Allows mobile workforce to stay connected at all times

Configuration Flexibility

- **Management**
  - Do it yourself
    - Easy to navigate web interface.
    - Access from any device that can connect to the internet.
    - Configuration changes are as simple as point and click - no complicated code.
    - Context sensitive help is available on each page.

  - Have Net Tel One manage it. Support is included
    - Net Tel One has the same access to the system as the customer and your support is included - so feel free to have us do the changes.

Call Center

- **Real Time Reporting**
  - See in Real Time
    - Agents available
    - Calls answered
    - Call queued
    - Longest wait time and more
- **Historical Reporting**
  - See Historically
    - Agent performance
    - Queue Performance
    - Peak Call Times and More
- **Call Recording**
  - Listen Live
    - Allows predefined users to listen in live to calls
  - Record and Store*
    - Allows predefined users to search and listed to recorded calls
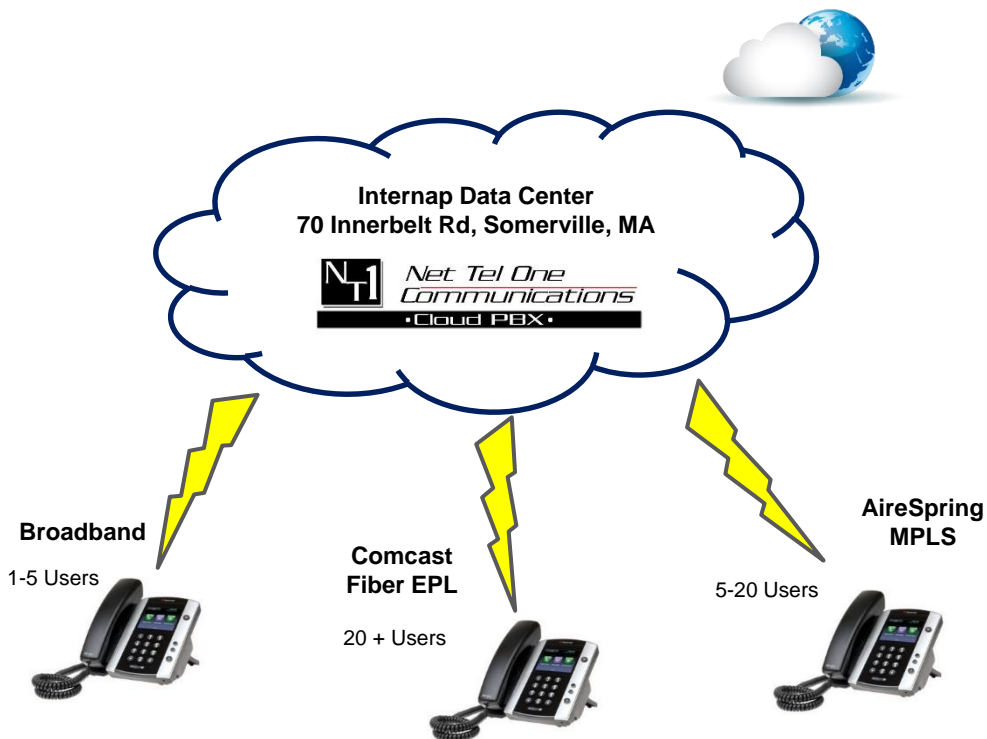   *requires dedicated server

Business Continuity

- Our border devices automatically switch to an alternate connection should your primary wide area network (WAN) connection fail.

- Our monitor tools watch in real-time the WAN connection status. Should you have a failure we see that and proactively work to get the primary connection restored while you conduct business as usual on you secondary WAN connection.

- Should your local area network (LAN) or wide area network (WAN) communications network go down completely or if your have a prolonged power outage. Your communications solution is still running in our cloud environment, so your customers, vendors, and employee calls can keep flowing.

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The Network

Internap Data Center
70 Innerbelt Rd, Somerville, MA

Broadband
1-5 Users

Comcast Fiber EPL
20 + Users

AireSpring MPLS
5-20 Users

- **Comcast Fiber EPL (Custom Build):** Dedicated Layer 2 Private Fiber Network assuring large bandwidth and end to end QOS
- **AireSpring (Custom Build):** Carrier Agnostic MPLS Network assuring end to end QOS
- **Comcast Business Class:** Standard Broadband but remains inter CRAN to help with QOS

Why Net Tel One Communications?

- **Established 2002**
  - With growth year over year through customer referrals.

- **Customer focused managed service provider not a carrier**
  - Though we use the same infrastructure as the carriers we are different because we are small enough to know who you are and what your business needs. You will never be asked for an account number when you call us!

- **Traditional voice focused company**
  - Not an IT firm doing phones

- **We have a vested interest in your success and keeping you happy with our service**
  - We are of the opinion that it is far more cost effective to keep the customers you have as opposed to getting new ones.

- **We are NOT finger pointers**
  - You will never have to deal with us throwing a problem back in your lap. If you have an issue with a phone we will address what ever needs to be addressed including dealing with any third parties.

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What Our Customers Say

"Chris O'Neill and his colleagues at Net Tel One Communications are a pleasure to work with. They are very responsive, helpful and professional in meeting our needs. I highly recommend Net Tel One Communications to any organization seeking exceptional service."

Joseph P. McDonough, Owner
Nizhoni Health Systems

"As a community bank committed to delivering the highest level of service to our customers, we were thrilled to find a telephone provider that held the same ideal. Most companies can deliver the same product to you, it's how they deliver it and their commitment to keeping that level of exceptional service for the long haul that really matters. We saw that commitment with Chris at Net Tel One."

Joanne Tully, Vice President
Braintree Cooperative Bank

"The installation was seamless and the system is outstanding. We appreciate your commitment to customer service and look forward to a long successful relationship. "

Troy Clarkson, Town Manager
Town of Hanover