



LATEL COMMUNICATIONS

CLOUD PBX AND SIP TRUNK PROVIDER

owned and operated by

Lebanon Phone Center & Alarm Inc.

Businesses and organizations are under budget constraints to find cost-effective ways to manage, control, install and upgrade their telephone systems. Cloud based Hosted VoIP solutions provide a secure and reliable alternative to expensive hardware, maintenance contracts and specialized IT staff.

Our Hosted VoIP platform provides a simple solution to lowering your capital and operating expenses. The only hardware required are your phones, we take care of the rest for one low monthly charge.



Imagine giving your employees the advanced capabilities of a VoIP telephone system to let them be more productive, efficient and supportive of your customers. Allow them to work from home or another branch and still be an extension number away. Maybe they have to step away for an appointment, the system will ring their cell phone. Imagine the competitive advantage.

Analog and digital phone lines are increasing in cost and will only get more expensive. You can eliminate most of these lines when you move to our Hosted VoIP platform for immediate savings which puts working capital back into what's important, growing your business. In addition, we can save you even more money with our low long distance and international rates. These are just few ways our Hosted VoIP system will save you money, give us a call today to find out more.

Not sure if you want to completely remove your existing phone system?

We have options to utilize your existing telephone system and start migrating to a full Hosted VoIP system. We can provide optional hardware that will allow you to move off your expensive analog and/or digital phone lines and make calls through our Hosted VoIP system, then you can add new VoIP phones as needed.



What kind of businesses or organizations could use our Hosted VoIP platform today?

- Legal
- Accounting
- Financial
- Hotel
- Motel
- Resorts
- Auto Dealers
- Architectural
- Office Supply
- Towing
- Software Development
- Home Supply
- Retirement Centers
- Dental
- Warehouse
- Distributors
- Chain Stores
- SMB and Enterprise

What else can you do for me?

We can provide many other services including customization of your auto attendant messages for that professional touch or maybe sales related music on hold. Maybe you have some numbers from your existing telephone lines that you want to use with your new Hosted VoIP service, we can do that. Do you want disaster recovery in case your Internet connection goes down, we have options to keep your people connected and much more. Contact us today and let us show you all the benefits of our Hosted VoIP service.

Service Features

The Hosted VoIP Solution contains the following advanced features:

Core Services

- Hosted VoIP (Business)
- ITSP (Residential)
- SIP Trunking
- WebFax



Hosted VoIP Features

- Free Intra-Domain Calls
- Inbound Toll Free Billing
- Domestic & International Calling
- Extension Calling
- PBX Directory/Dial By Name
- 7 Digit Dialing
- Hunt Groups
- Call Queue
- Call Recording (optional)
- Conference Rooms/Bridge
- Paging/Intercom
- Auto Attendant (multiple)
- IVR Nodes
- Voicemail (visual & std)
- Voicemail Forward
- Voicemail Direct Dial
- Voicemail to Email
- Voicemail Indication**
- DID (Direct Inward Dial) Routing
- 3 Way Calling
- Call Forwarding
- No Answer Call Forwarding
- Busy Call Forwarding
- Call Transfer
- Attended Transfer
- Unattended Transfer
- Blind Transfer
- DualRing with Delay Control
- Single Account Multi Register
- Redirect on Loss of Registration
- Call Block
- Call Hold
- Park Calls
- Park Call Reminder Control
- Shared Line Appearance
- Call Waiting Indication**
- Personal Greeting
- Music on Hold
- Custom Music on Hold
- Music on Hold by Location
- PSTN/Mobile Calls
- Virtual Switch Board
- Advanced Operator Panel (3rd party software)
- Hot Desking
- Shared Mailboxes
- Service Flags/Day & Night Mode
- PBX Time Zone
- Agent Groups
- Caller ID Mapping
- Integrated Partition Billing
- CDR Records
- Export CDR Records
- View Rate Cards
- On-Line Administration

* 911/E911 services are available. E911 services dependent on local PSAP and law enforcement capability.

** Feature dependent on SIP Phone/may indicate Caller ID with call waiting.

Service Features (continued)

Residential Features

- Class 5 Services
- Free Intra-Domain Calls
- Local and International Calling
- Caller ID
- Caller ID Block
- Call Forwarding
- No Answer Call Forwarding
- Call Waiting
- 3 Way Calling
- Voicemail
- Voicemail Indication**
- Voicemail to Email
- 7 or 10 Digit Local Dialing
- Single Account Multi Register
- Redirect on Loss of Registration
- Address Book
- Speed Dial
- On-Line Administration
- 911/E911*
- Personal Greeting
- Secure User Activation
- Virtual extension



SIP Trunk Features

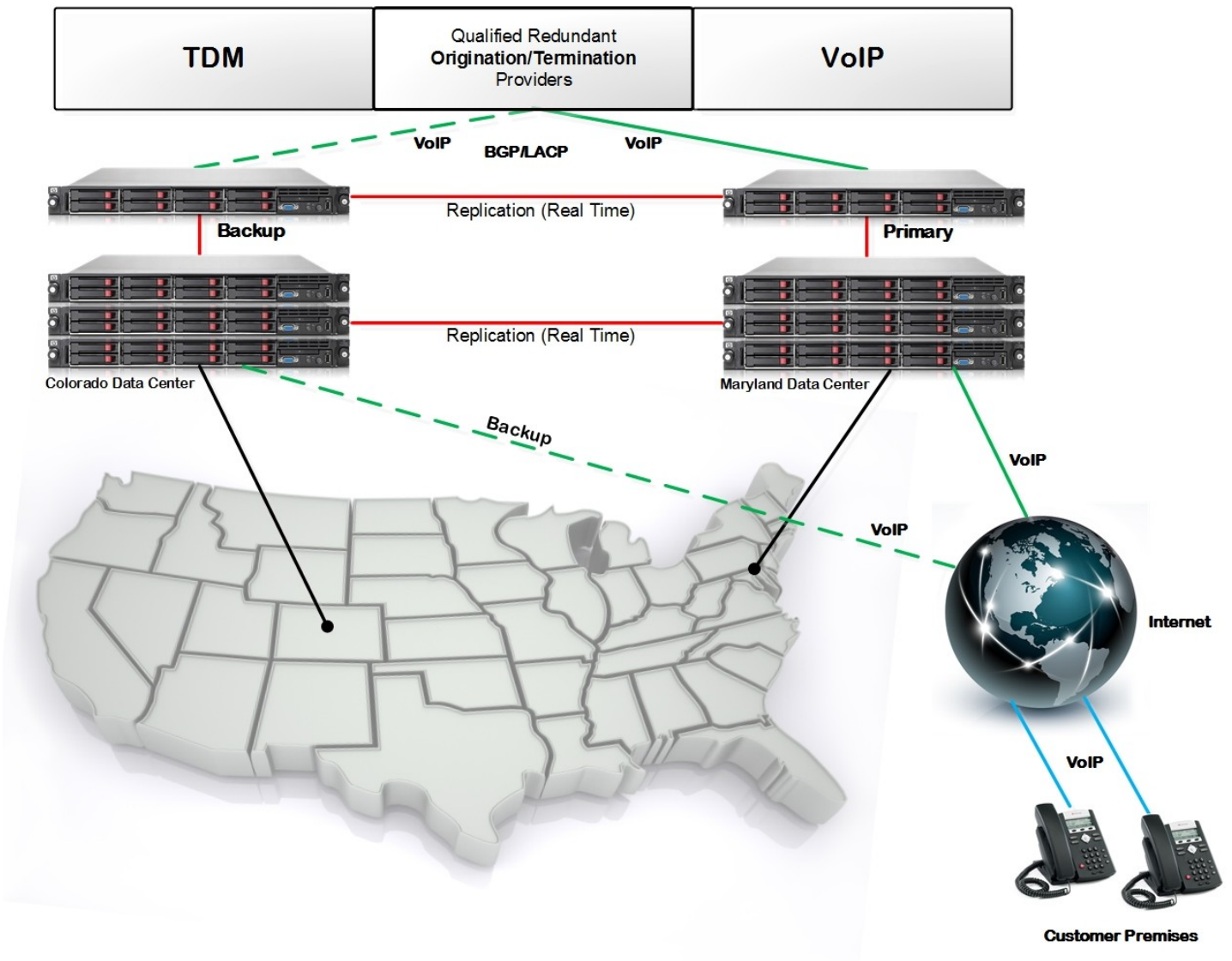
- IP PBX
- PBX via Gateway
- IP Authentication
- Registration
- IP Failover/Forwarding
- Single-Trunk Channel
- Multi-Trunk Channels
- Local/Long Distance/International
- Billing/CDR

* 911/E911 services are available. E911 services dependent on local PSAP and law enforcement capability.

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Secure and Reliable

The Hosted VoIP application is built on security, reliability, redundancy and scalability:



Reliability, Redundancy and Availability

The Hosted VoIP infrastructure is designed with failover, redundancy and replication throughout the network. No single point of failure exists with redundant servers, routers and switches combined with real time replication to a secondary data center. It is designed to provide uninterrupted service in the event a server, database, router, switch or entire data center goes down.

The Hosted VoIP network consists of multiple data and IP provider links from two data centers. Each of these links is capable of carrying the entire network load in the event of single or multiple link failure.

Secure and Reliable (continued)

Data Center Capabilities

The primary data center is enterprise class with 7x24 monitoring and protection. The data center is located in Baltimore, Maryland and provides the following capabilities, features and services:

- 22,000 square foot facility
- Three 800kw Caterpillar Generators
- Liebert Uninterrupted Power Supply
- Dual Power Feeds
- 410 Tons of cooling
- Advanced fire suppression systems
- SSAE-16 Compliant and PCI-DSS Certified
- 24x7x365 Operations Support Center with Onsite engineers
- Multi-Tiered security surveillance including bio-metric hand scanners
- Direct fiber access to multiple Tier 1 internet providers (Level 3, XO Communications and Cogent)



Scalability

The Hosted VoIP solution provides a fully scalable system based on VoIP infrastructure. We can scale the system to as many sites and users as required. The core technology allows for centralized management and billing at any scale. Additional users can be added quickly, easily and securely from a standard web browser at any location with Internet access.

Hosted VoIP is the answer to saving your business money and staying competitive.

Let us host your VoIP service today.

For more information, contact us at LaTel Communications

Call: 1-417-532-9819 or visit: www.latelcommunications.com
