



Hosted PBX Centric-*FLEX*

SERVICE OVERVIEW

Centric-*FLEX* is a business-grade Voice over IP service that is hosted on the Level 3 nationwide network. Centric-*FLEX* provides you with a robust, low-cost enterprise voice solution, replacing costly PBX or Centrex service — with the flexibility and durability of Internet Protocol (IP). With Centric-*FLEX* capability, your company can change its communications financial model, meeting your communications needs at significant cost savings.

Centric-*FLEX* goes far beyond traditional PBX, IP-PBX, Key, or Centrex services to include in your voice communication a vast array of Web-based feature functionality for simplified, efficient communication within your company. It easily connects all of your company locations and remote employees with the same dialing plan, creating a virtual campus environment with intra-company 4- or 5-digit dialing, call forwarding, and enhanced company-wide voicemail capability. Your employees can manage all of their office communications needs through any Internet access or browser. Business communications no longer need to be dependent on location and hardware.

Centric-*FLEX* gives you the best of both worlds: the features and benefits of traditional voice systems and the power and capability of the Internet. It includes a suite of advanced browser-based capabilities described below.

User Web Portal

Use this Web-based graphical user interface to access and manage all Centric-*FLEX* services. Your User Web Portal manages such capabilities as setting “find me/follow me” preferences; viewing missed, outgoing, and incoming calls; placing outgoing calls; viewing and listening to voicemail messages; viewing and storing faxes; setting up conference calls; assigning speed-dial numbers; and managing personal and company contacts.



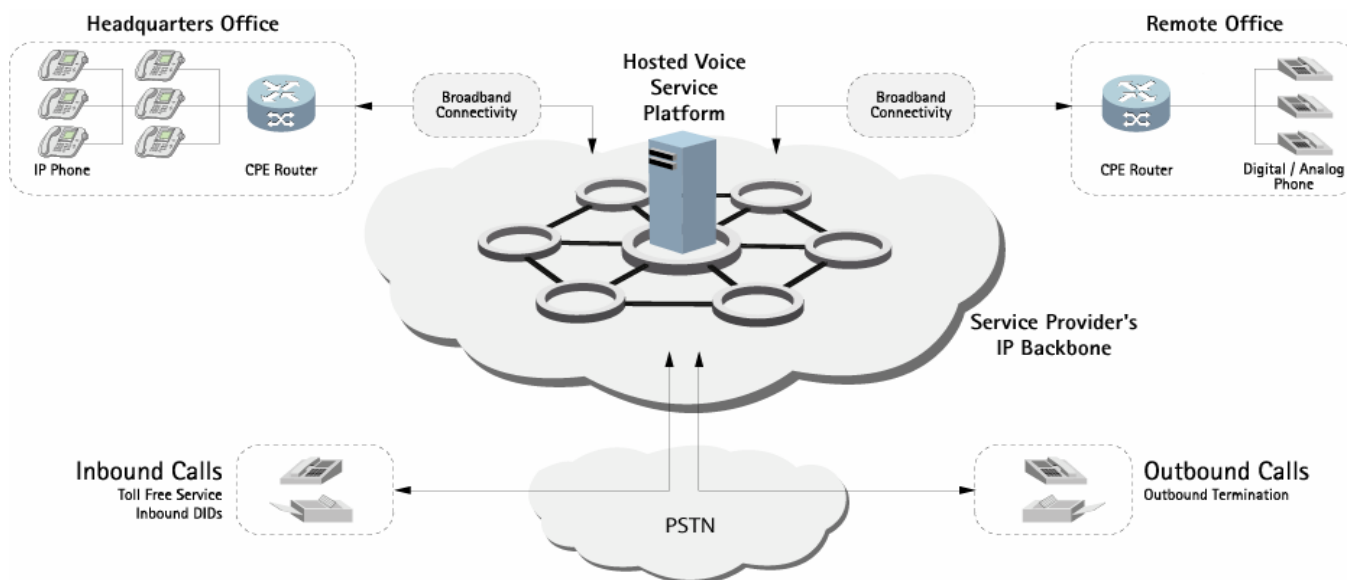
Unified Messaging

“Unified Messaging” enables you to consolidate the management of communication by, for example, sending voicemails to e-mail and fax to e-mail. All of this is managed by personal preferences set up in the User Web Portal.

Conferencing

The “Conferencing” feature delivers high-quality audio and Web conferencing capabilities to each employee. Employees can create conferences on-demand, or they can schedule them in advance.

A diagram of the hosted solution's design is shown below.



VALUE AND BENEFITS

- Create a "national" campus
Remove physical limitations
Connect remote employees to office seamlessly without extra costs
Migrate easily
Execute moves, adds, and changes simply (through Web-based tools)
Implement 4- and 5-digit dialing plans
- Simplify User Experience
Shared company directory
Prioritized call handling
User-friendly conferencing service
One unified voice mailbox
Instant tie-in to remote workers and branches
A User Web Portal for all feature management and personal preferences



- Save OpEx and CapEx

Free "on-net" calling — Eliminates long-distance calling between offices

Reduced support costs — Instant moves, adds, and changes with a click of a mouse

Built-in disaster recovery

Bundled packaging and pricing

Minimized service calls

Minimized system upgrade costs

Minimized upgrade costs for new features

No full-time employee needed to manage phone system

Transform your current, costly phone system into a cost-effective Internet-hosted tool for all your employees with Centric-**FLEX**, an instantly scalable voice solution.

