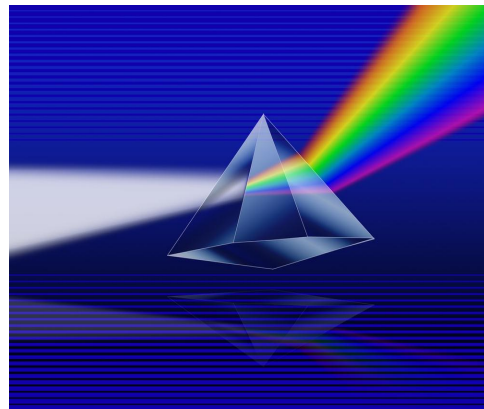




## SIPTrex™ - BandTel's Generations Based IP-PBX/ACD

(Rev. V110331a)

The SIPTrex<sup>®</sup> PBX/ACD, a part of BandTel's Generations program, offers managed VoIP telecommunication services for small and medium size enterprise users. SIPTrex<sup>®</sup> is a fully functional IP-PBX/ACD solution, with all the features and functionality of a modern PBX/ACD system.



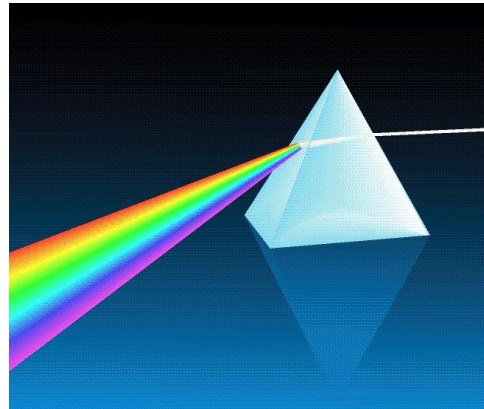
What sets SIPTrex<sup>®</sup> apart from other offerings is “**support of the VoIP CPE platform is handled by the service provider**” for the end user. The PBX/ACD device is configured by, cared for, and monitored by BandTel. Deployment and management of the SIPTrex<sup>®</sup> system is bundled into the service offering.

**In summary, SIPTrex™ allows BandTel to offer the client the best of both worlds...**

- **No Up Front Capital Expense.** There is no capital expense needed to acquire your SIPTrex<sup>®</sup> PBX/ACD system. It is ~~all~~ paid for through the service offering+.
- **Fully Supported Services**, as is seen in a hosted services environment.
- **Full CPE Side Functionality** of an on-premise PBX/ACD, that scales (unlike hosted services).
- **One Point of Contact** for support of both CPE site equipment and telecommunication services.
- **SIPTrex-smb™**- full PBX services for the small, medium, and large scale enterprise
- **SIPTrex-cc<sup>®</sup>** - full ACD and dialer support for small, medium, and large scale contact center operations

## SIPTrex™ Generations G2 Solution: a Fully Managed VoIP IP-PBX/ACD

**Summary:** The client's legacy key system or PBX is completely replaced with BandTel's Virtual-Hosted SIPTrex IP-PBX/ACD solution. This system consists of an IP-PBX/ACD concentrator at the customer's site attached to VoIP telephone sets.



### Benefits:

**Cost Savings-** BandTel's VoIP service should be able to save the customer on all portions of their telecommunications bill. This includes:

- **Up Front PBX/ACD Investment-** almost completely eliminated
- **Loop/Trunk charges-** an average **savings of 50%**
- **Outbound Long Distance charges-** an average **savings of 20-40%**
- **Outbound Intra-LATA (in-state) charges-** an average **savings of over 50%**
- **Outbound International charges-** an average **savings of 30-50%**
- **Inbound 800 charges-** an average **savings of 20-40%**
- **Inbound DID charges-** an average **savings of 20-40%**
- **Office to Office On-Net calls-** **savings of over 90%**
- **Average Monthly Bill- reduced by over 40%**

### New Network Features:

- **Advanced ACD features-** SIPTrex uniquely leverages BandTel's NPlus network for a variety of features and functionality
- **Global Number Services** (see whitepaper section of [www.bandtel.com](http://www.bandtel.com))
- **Office to Office** (IP calls) on-net call savings
- **Interoffice speed-dial** options
- **Universal Messaging-** via IP-PBX tied to corporate LAN.

### SIPTrex™ Features:

- **Advanced ACD features-** SIPTrex uniquely leverages BandTel's NPlus network for a variety of features and functionality
- **Call Control-** Hold, transfer, Pending, Dnd, Send, Group-Pickup
- **Switch Board-** Recorded, Pickup, Monitor, Barge, Queue-Supv, Google-Map-Pop, Presence, CRM-integration, Screen-Pops,
- **Voicemail-** custom-greeting, msg-notification, VM2EM, Blast-Groups

**SIPTrex™ Features (cont.):**

- **Call Queues-** 1-Touch-Login, Unlimited-Queues, InQueueRouting, QueueBreakout, QueueTimeout, MaxQueueLength, RouteNoAgent, MoH, InvisQueue, and more.
- **Conferencing-** SimpleConf, MeetMe, ListenOnly, 3wayViaPhone
- **Music On Hold-** Custom, QueueSpecified
- **IVR-** Play, Record, Email, SayDigits, SayDate, and more.
- **Online Tools-** UserTools, AdminTools, OperatorConsole, PhoneDiagTool, ITSPDiagTool
- **Call Monitoring-** Auto Recording, Auto-Monitor
- **Admin-** PhoneSetup, DiskCheck, BulkExtImport, MutliRingtone
- **Logs & Reports-** SchedRpts, CurrentCalls, CallLogs, etc.
- **Misc. Features-** MultiLaungage, DialByName, PhoneBooks

**Attributes**

- **IP\_PBX/ACD System Build, Provisioning, & Support-** handled by BandTel
- **Physical Installation-** can be handled by BandTel
- **IP Bandwidth-** can be purchased from and installed by BandTel
- **Configuration-** can be handled by BandTel
- **Ongoing CPE Support-** is handled by BandTel
- **Legacy Replaced-** legacy phone system and phones are replaced with new equipment. Current telecom operations however for the most part not impacted; i.e. numbers are ported. New services are simply realized that are less costly.

**Summary**

BandTel's Generations<sup>SM</sup> product offering is a new and unique way to offer telecommunications services to the small and medium size enterprise user. Generations<sup>SM</sup> offers all the benefits of a hosted product, but at that same time preserves all the conveniences and feature rich functions and cost savings available with a full onsite PBX/ACD system.

Contact BandTel at [sales@bandtel.com](mailto:sales@bandtel.com), 800.730.2870, or on the web at [www.bandtel.com](http://www.bandtel.com), for an immediate evaluation of your requirements and proposal that suites your needs. We look forward to helping you solve your telecommunications challenges!