

The background features a central globe with a grid of latitude and longitude lines. Overlaid on the globe is a complex pattern of binary code (0s and 1s) in various colors (blue, red, yellow). A blue waveform, resembling a sound wave, is positioned on either side of the globe, extending towards the left and right edges of the page.

SmartVoice

Do your voice and data needs continuously fluctuate? Now you can take advantage of employee calling patterns to raise your data speeds. Using the dynamic capabilities of SIP technology and “bonding,” your business can get the voice services it needs while increasing the data bandwidth available to improve employee productivity.

Up to 6.0 Mbps throughput

Using Multi-link Point to Point Protocol, TelePacific “bonds” T1s together to provide a throughput of up to 6.0M of bandwidth in 1.5M increments. When employees are not making phone calls, the bonded access facility is fully available for data traffic. Of course, voice takes priority so when an employee makes or receives a call, SmartVoice immediately allocates bandwidth to the voice traffic, but only as long

as the call is in process. Once the call is over, the bandwidth is again available for data traffic. This means, as your voice needs fluctuate throughout the day, your data bandwidth adjusts to capitalize on the available capacity.

SmartVoice SIP services use an advanced telephony platform for call control and voice features. This redundant platform resides in the core of our private IP network, delivering SIP-based voice from your premises to the PSTN. Likewise, the SIP-based service terminates at your premises and can be converted to a traditional voice interface — PRI/CAS/ Analog — with a TelePacific managed gateway, or delivered directly as SIP to your LAN. These flexible network connection options support both traditional existing telephony equipment and next generation IP PBXs.

SmartVoice services offer traditional and next generation network connections with dynamic voice and data integration in 1.5 M increments up to 6.0 M, significantly increasing the effective bandwidth with optimum throughput and efficiency.

Get more for your money with TelePacific's advanced voice compression

TelePacific's SIP network is built with G.729 Codecs, an advanced voice compression software that only requires 32Kbps for each voice call. This allows SmartVoice customers to get more effective bandwidth per dollar. Many IP networks still use the more traditional G.711 Codec which requires 88Kbps for each voice call, which leaves less bandwidth for data.

Choose the right network connection for your voice services

SmartVoice offers the power and performance of high-speed IP networking to meet today's business needs. This high capacity, end-to-end IP connection allows between 4 and 48 simultaneous voice calls providing flexibility to "right" size for the number of employees you have.

Eliminate POTS lines for faxing

Traditional VoIP networks have struggled to consistently support fax services—especially for fast G3 machines or businesses that require large fax documents. TelePacific has engineered its SIP network to cleanly support faxing on the same IAD and network access facilities. A separate POTS line is no longer necessary, saving you money.

Confidence in your data service

Your Internet connection is only a click away with our Dedicated Internet Access (DIA). With either a single T1—or 2, 3, or 4 bonded T1s—as part of your service, your business has up to 6.0M at its fingertips.

SmartVoice Station-to-Station calling allow customers to realize toll bypass savings in a similar fashion to building their own private IP network.

With SmartVoice, you get...

- ▶ Access to an advanced SIP Network provided by a TelePacific managed premises gateway
- ▶ Dynamically integrated, high capacity IP access on our private IP network, which prioritizes voice from your premises to the PSTN
- ▶ Data services over a fully meshed IP network with Service Level Agreements offering up to 99.999% uptime.
- ▶ Unlimited Local and IntraLATA toll calling with flexible long distance calling packages with generous usage amounts
- ▶ The key voice and data features you expect
- ▶ Station-to-Station calling "on-net" for a low monthly flat rate allowing for predictable inter-office telephony expense management. An added bonus is that on-net includes anywhere in the TelePacific service area. There are no LATA restrictions. Station-to-station calling is available with any combination of SmartVoice services.
- ▶ Access to affordable "remote call forwarding" service with telephone numbers from anywhere in TelePacific's service area.

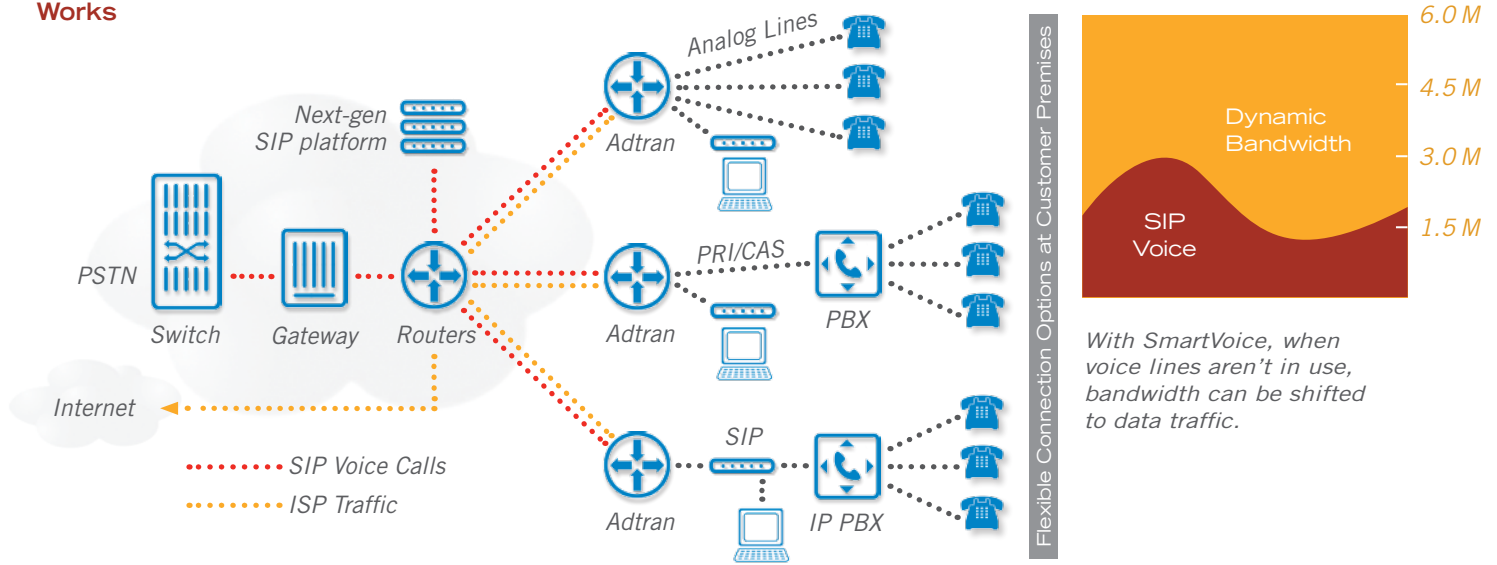
All SmartVoice packages include...

| | |
|---------------|---|
| OneCentral | An online service portal that allows you to examine your bill, generate custom views, and access tools for performing in-depth statement analysis with downloadable content. |
| Fax to Email | Three fax-to-email boxes. Access faxes anywhere you access email. There are no busy signals when people try to fax you, and confidential faxes go straight to your email box. |
| IP Addresses | 8 IP addresses standard. But we offer up to 256 IP addresses based on utilization at no additional charge. |
| Email Hosting | Email hosting with webmail access for up to 64 email boxes with SmartVoice Analog Lines and up to 100 email boxes with SmartVoice PRI, CAS, and SIP Network Connections. |
| Domain Name | Domain DNS and reverse DNS services including domain name transfer, hosting, and registration for one domain name. |
| Caller ID | Caller ID provides visibility to inbound caller information necessary for call screening and screen pop-up applications. |

| Voice Compression Comparison | TelePacific SIP with G.729 Codecs | Competitor VoIP with G.711 Codecs |
|--|-----------------------------------|-----------------------------------|
| Bandwidth Required for 17 Simultaneous Calls | 544Kbps (17 x 32Kbps) | 1,496Kbps (17 x 88Kbps) |
| Bandwidth Available for Data | 1.0M | 48 Kbps |

| SmartVoice Connection | Customer Equipment | Min/Max Call Paths | | | |
|------------------------|-------------------------------|--------------------|------|------|------|
| | | 1.5M | 3.0M | 4.5M | 6.0M |
| PRI | Digital PBX | 8-23 | 8-34 | 8-23 | |
| CAS Trunk | Digital PBX | 8-24 | 8-36 | 8-24 | |
| Analog Lines | Analog Handsets or Key System | 4-24 | 4-24 | 4-24 | 4-24 |
| SIP Network Connection | IP PBX | 4-24 | 4-36 | 4-48 | 4-48 |

How SmartVoice Works



SmartVoice PRI and CAS Trunking Services

TelePacific's advanced SIP network supports both fractional and "bonded" PRI and CAS network connections. The TelePacific managed gateway at your premises can support as few as 8 PRI or CAS channels. You don't need to purchase more voice capacity than you need.

For larger businesses, SmartVoice supports up to 34 PRI or 36 CAS channels, allowing you to evenly distribute all incoming calls across your PBX. And since the voice channels are only physically in place at your premises, the TelePacific SIP network will dynamically allocate bandwidth to data traffic when your employees are not using their phones. In addition to the features included in all SmartVoice packages, bonded SmartVoice PRI and CAS Trunks offer options attractive to both small and larger customers.

SmartVoice Business Lines

SmartVoice Business Lines provide an Analog network connection that works with stand-alone analog handsets or Key Telephone Systems. Supporting between 4 and 24 lines with up to 6.0M of Internet Access, SmartVoice Business Lines provide you with maximum flexibility on your voice and data requirements.

The Basic SmartVoice Business Line Package is provided at no additional charge and is a very good solution for customers with their own Key Telephone Systems or those that simply require lines with a limited set of features. For customers that do not have their own system, there are two feature rich packages available that will meet the needs of both casual and power phone users. You can mix and match the feature packages that best fit your individual user or extension types.

Customers can mix and match the feature packages that best fit their individual user or extension types from basic lines for fax machines to feature rich lines for customer support teams.

Additional PRI/CAS Trunking Features

- ▶ Web Hosting 200 M of disk space is provided for website hosting
- ▶ DIDs 100 Direct Inward Dial (DID) numbers. Give each employee their own number so that people can dial each other directly. Avoid the need for inbound calls to go through a receptionist.

Business Line Packages

- Basic Package:
- ▶ Calling line ID and name delivery inbound
 - ▶ Line hunting

Additions in Feature Package #1

- ▶ 3-way calling
- ▶ Call forward variable
- ▶ Call hold
- ▶ Call transfer
- ▶ Remote access to call forward
- ▶ Speed call 8
- ▶ Station-to-station calling

Extra Additions in Feature Package #2

- ▶ Call park
- ▶ Call pickup group
- ▶ Call waiting with caller ID
- ▶ Cancel call waiting
- ▶ Directed call pickup group
- ▶ Speed call 100

SIP Network Connection orders are program managed by individuals specifically trained on SIP. It's not just the certified equipment, but also the knowledge of the service team managing the installation and post-install support.

■ SmartVoice SIP Network Connection

TelePacific supports a SIP hand-off to your LAN for a direct connection to next generation IP PBX systems. This native SIP hand-off is often referred to as a SIP Trunk.

SIP is an open IP standard that allows interoperability between IP carriers such as TelePacific and customer premises equipment such as IP PBXs. It is fast becoming the standard protocol for managing IP voice sessions such as a two-way telephone call.

SIP trunks save money

Less premises equipment is required because the SIP voice traffic isn't being converted to a traditional protocol like PRI or CAS. Customers no longer need to purchase T1 Cards or make room for multiple terminating gateways and channel banks.

A powerful but evolving protocol

SIP is a powerful but evolving protocol requiring cooperative interoperability testing and support between service providers and equipment manufacturers. This means that not all SIP enabled equipment works seamlessly with each other. TelePacific thoroughly tests interoperability with each IP PBX system it certifies and provides clear documentation to customers and their equipment vendors on how to provision a system to support SIP trunks on the TelePacific network. Your TelePacific account representative can share the most up to date list of certified IP PBX systems.

IP PBX systems with a SIP network connection are computers with access to the Internet

TelePacific also understands the heightened threat of IP telephony fraud and other vulnerabilities that IP PBX systems have when connected to VoIP networks. Like all computers with access to the Internet, TelePacific recommends that customers use Firewalls to protect their IP PBX systems from viruses, hacking, and other similar types of threats.

Skilled telephony operational teams need to know SIP

The TelePacific Operational SmartVoice Team is specifically trained on SIP technology. From initial service qualification through turn-up, we communicate, educate and assist customers and vendors with the technical nuances of SIP interoperability.

Migrate to IP telephony at your pace

With the flexible solutions provided by the SmartVoice Portfolio, customers can migrate to IP Telephony at their pace without major network service forklifts with every new equipment purchase. If your LAN is not quite ready to support voice, then start with SmartVoice PRI service which provides the advantages of SIP to the premises but then converts SIP to traditional PRI so you can use traditional equipment. Then, migrate to a SIP network connection when your LAN is VoIP ready.

Built for value

The TelePacific SmartVoice network is built to provide customers with high value for their dollar. SmartVoice only uses 32 kbps per voice call, thereby providing more "effective" bandwidth—i.e. you get more for your dollar. Faxing is seamlessly supported without additional POTS lines.

The SmartVoice solution is simple to understand

Local and IntraLATA calling is included. You choose a Long Distance Package that meets your specific needs, with a generous number of minutes available at no additional charge. Voice and data bandwidth is priced the same regardless of the type of network connection requested at your premises. And there are no "bonding" fees for NxT1 access.

The SmartVoice solution is flexible....

Up to 6.0M of Internet Access with no restriction on the minimum number of voice paths by access speed. And, we don't cap the number of voice lines or trunk channels at 15 lines on 1.5M. With our advanced compression software, we can easily support up to 24 voice calls on a single T1.



Contact your local agent or agent manager for more information:

contact:
tel:
email: