

Lower Phone Costs for Small Business

Packet8TM

Communication for the
Broadband Generation

Packet8 Virtual Office



The VoIP-based PBX phone service for small businesses with big ambitions

Virtual Office is setting a new standard for small business phone systems with Internet-based PBX service for small to mid-sized organizations. Virtual Office allows Packet8 subscribers anywhere in the world to utilize a hosted PBX that permits an unlimited number of extensions for staff located in the same building, or spread around the world. The service includes unlimited calls anywhere in the U.S. and Canada for a flat monthly fee, as well as rock-bottom, per-minute international rates. Virtual Office also provides numerous corporation-class PBX features that are simple to use, at an affordable price, eliminating the high cost and complexity of traditional PBX systems.

Your business can be anywhere

Virtual Office gives small organizations geographic independence and flexibility, with feature-rich telephones that bring together dispersed staff—to sound like one office location or appear as satellite offices located all over the globe. Virtual Office virtually eliminates large long-distance telephone costs for intra-organization calling.

Rapid installation

With Packet8 Virtual Office, your service will be up and running quickly, with all the features your organizations needs to be productive, but without the large upfront investment and installation costs associated with PBX systems. Packet8 Virtual Office utilizes your existing high-speed Internet connection, such as DSL, Cable or T1—adding more value to the cost of your broadband connection.

Changes are easy

Changing the phone configuration or moving employees is easy, with a single configuration or service call required. Simply pick up the Virtual Office phone and connect it somewhere else in the office, town, or across the country.





Each Packet8 Virtual Office extension includes a business 390 screen phone and Packet8 Broadband Phone Adapter

- Quality business speakerphone with ergonomic design and large, 8-line back-lit display
- Caller ID display (100-name and -number memory)
- 200-name and -number directory
- 10-number redial
- Copy key (for saving callers list information to the directory)
- Date and time display
- Ringer and receiver volume controls with on-hook dialing and mute
- Six pre-programmed "softkeys" to drive Virtual Office one-touch features in different phone states, including:
 - Idle controls for voicemail, DND, call park, and forward,
 - Connected controls for transfer, hold, conference in and drop, and additional line and flash for more features
 - Multi-functional FSK indicator light (for incoming call, extension-in-use, message waiting, and hold)
 - Hearing aid compatible (ADA compliant)

Packet8 Virtual Office Included Features

Unlimited Calling

Using the Internet for routing telephone calls substantially reduces phone bills

- Extension-to-extension calling anywhere in the world
- To any telephone number in the U.S. and Canada
- To and from any other Packet8 subscriber anywhere, worldwide
- Reachable from the auto attendant the same way every time, anywhere the phone is connected
- Non-blocking, so there is never a busy signal

Auto-attendant

A powerful, automated system that can replace or assist the receptionist

- Available to callers 24 hours a day, based on schedule or manual
- Different call routes based on time of day
- Gives your customers options to find employees (dial-by-extension, name, company directory, or workgroup)
- Customizable for different applications

Full-featured Conference Bridge

An audio conferencing system that provides a way to hold meetings with participants at multiple sites

- Saves travel time and expenses for meetings
- Use with Virtual Office extensions and outside callers
- Call out from the bridge to add participants, providing customer savings
- Automatic email confirmation of conference bridge reservation

Business-class Voicemail

A powerful tool when you cannot answer the phone

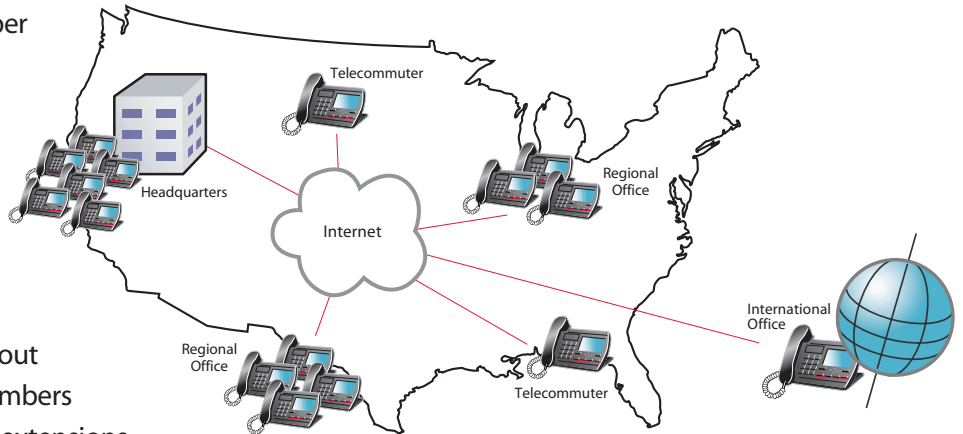
- Store eight pre-recorded greetings, including name, internal, external, after-hours, lunch, meeting, weekend, vacation
- Password protected for internal and external access
- Message forwarding, call forwarding, and voicemail to email forwarding capability
- Voicemail to email delivery



Optional Virtual Office Features and Services

Virtual Telephone Numbers

A Virtual Phone Number is a second number that, when called, rings to a primary Packet8 line. Packet8 subscribers can choose Virtual Phone Numbers from most area codes in the U.S., thereby providing enormous savings to people you from that selected area code. Virtual Phone Numbers allow enterprises to show a local presence in a geographic area without physically residing there. Virtual Phone Numbers can be assigned to a virtual main number, extensions, the auto attendant, the conference bridge, or voicemail.



Toll-free Numbers

Packet8 offers an inexpensive way for your clients to contact your business. Offering toll-free number service as an optional feature of Virtual Office provides your callers with the ability to phone you for no charge—regardless of their location inside the U.S., or your location worldwide. Packet8's toll-free service costs a fraction of what traditional phone service providers charge. Packet8's toll-free service plan offers you a flat monthly fee which includes 100 minutes of inbound toll-free calls, and an industry low per-minute fee thereafter.

Virtual Extensions

A Virtual Extension, developed with the frequent business traveler in mind, is an extension that routes to a mobile phone or off-site telephone. The Virtual Extension is reached internally by making an ordinary extension call.

Now employees and outside contacts can reach traveling employees easily by making a normal call to the office and selecting the individual from the auto-attendant listing, or dialing the Virtual Extension number. Outside calls can be connected via a direct transfer or a supervised transfer. Virtual Extensions remove boundaries and makes telecommuters and travelers more accessible; it brings them into the company's internal phone system.



Switchboard Receptionist Software Console Application

- Allows multiple call viewing and handling via mouse and computer screen
- Direct view of extensions status: DND, on-line, and idle
- Click-to-call, click-to-transfer controls
- Direct transfer to extension and voicemail
- Supervised transfers



Additional Included Features

- Direct inward dial (DID) with any desired area code for each extension
- Unlimited extension-to-extension dialing anywhere in the world
- Unlimited calling time to any telephone in the U.S. and Canada
- Includes unlimited in-network Packet8 calling anywhere in the world
- Distinctive ringing (extension call vs. PSTN call)

"We are very pleased with Packet8's product and service and have been recommending it to our colleagues. Packet8 Virtual Office is a very quick way for a company to have a full functioning voice system without all of the startup, installation, and maintenance costs."

Fernando Ramos
Ramcorp Technologies

"With nine employees scattered over four locations around the Northwest, we've cut our telephone bill over \$400 a month using Packet8 Virtual Office."

Scott Walters
Envision Technologies

- Voicemail notification via email (alert notification, or with file attachment)
- Ring groups
- Online, real-time monthly billing statement (with call logs of all extensions)
- Three-way conference for all extensions
 - One-touch add extension or PSTN phone
 - One-touch drop last conference
- Caller-ID, call waiting and call waiting caller-ID
- Do not disturb (DND)
- Call hold, with music on hold and call park/call pick-up
- Includes multiple call appearances on one physical phone/call alternate
- Local time zone management for each extension
- One-touch call transfer: extension-to-extension (free), extension to PSTN (regular Packet8 billing rate), including one-step blind transfer and two-step transfer with announcement
- Includes automatic call forwarding with selective rules
 - On busy (on configuration)
 - On no answer (on configuration)
 - Unconditional (controllable by the user on the phone or by calling the voicemail system)
- Stutter tone notifications (on call forward, DND, or new voicemail)

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