

# Voice Network

## Facilities Based

Offering only the best technology, TelePacific's voice services are supported by more than 15 advanced Lucent and Nortel switches, as well as softswitch technology which manages VoIP services. We offer feature-rich local voice services, interstate long distance and international long distance calling throughout California and Nevada.

## Technology

Whether your business is operating with the hottest in PBX technology or capitalizing on existing infrastructure, TelePacific has the solutions your business needs to achieve maximum efficiency and productivity from both your legacy and next-generation technologies. Thanks to our industry expertise and the world class switching equipment of our partners, we offer a full spectrum of voice services for your business including the latest in IP innovation.

Our network allows your business to make the most of both past and future system investments, working with your existing phone systems to help you hold the line on CAPEX costs while ensuring access to next-generation services whenever you're ready.

## Proactive Operations Support

Highly skilled technicians monitor TelePacific's Network Control Center 24 hours a day, 7 days a week, to provide customers with the highest levels of service.

### As always with TelePacific, you get:

- ▶ 24-Hour Technical Support
- ▶ 24-Hour Toll Fraud Protection
- ▶ Commitment-based Purchasing Power
- ▶ Voice and Data Service Level Agreements



*A robust network with exceptional service levels allows TelePacific to provide its customers with the most reliable voice service available.*



## Full Suite of Voice Services

### Local Service

#### Basic business lines and trunks

Whether you use a key system or a PBX, need fax and modem lines, or just plain old telephone service, TelePacific's business lines provide the connectivity you need.

#### Feature-rich lines

Increase employee productivity and enhance customer communications with advanced calling features like Remote Access to Call Forwarding and Caller ID.

#### Digital SuperTrunks (T1)

Bring the power and performance of high-speed digital networking to meet the needs of today's business. The high capacity, end-to-end digital voice connection allows for 24 simultaneous calls.

#### Voice Only PRI

TelePacific's Voice Only PRI offers you one circuit with 23 separate voice lines. The 24th channel allows for faster connects and disconnects on calls, which saves time and money. With Caller ID get visibility to inbound caller information for call screening and screen pop-up applications.

#### Local number portability

Move to the TelePacific network and retain your existing telephone numbers.

### Long Distance

#### Competitive domestic rates

Subscribe to commitment-based plans and receive discounts on selected services and usage rates. These plans offer additional savings on monthly recurring charges, aggressive local and long distance rates and 4-digit billing (available on certain plans). Long distance rates are as low as 1.9¢ a minute.

#### International calling

Terminating to more than 240 countries offering rates as low as 4¢ a minute to the UK and Canada.

#### Conference Calling

Try TelePacific's Conference Central, a worry-free reservationless audio conference service, easy-to-use, flexible and secure. Consolidate your conference expenses and receive a single invoice from TelePacific for all your telecom needs.

#### Fax to Email

Access your faxes anywhere you access your email. There are no busy signals when people try to send you a fax, and confidential faxes go straight to your email box.

#### Additional Services

Toll free lines and voicemail are available.



## Integrated Services

Now, you can take advantage of employee calling patterns to raise your data speeds. Or make use of your existing infrastructure to boost utilization of your PBX without increasing capital expenditures. Using the dynamic capabilities of VoIP technology and "bonding," your business can get the voice services it needs while increasing the data bandwidth available to improve employee productivity.

## World Class Customer Experience

- ▶ TelePacific provides a level of service to all its customers that is typically only given to the largest corporate accounts.
- ▶ TelePacific understands the customers we serve and provide support to help you understand the latest issues that affect your business communications.
- ▶ With local consultants, service, support and facilities, we develop solutions, provision services and provide customer service where you do business.
- ▶ TelePacific won't keep you waiting. On average, 93% of calls to customer service are answered within 30 seconds. Customer care issues are resolved on the first call more than 90% of the time.