

Progressive Phone Systems



for Evolving Times

metaLINKTM
TECHNOLOGIES

Time for Change!

Is your business growing, but you've had the same phone system for several years? Technology is advancing, but you are not keeping up with your old phone system. It is time to improve and advance your phone system to keep a successful business. Learn more throughout this packet about the different systems, reasons for upgrading, and how to get started.

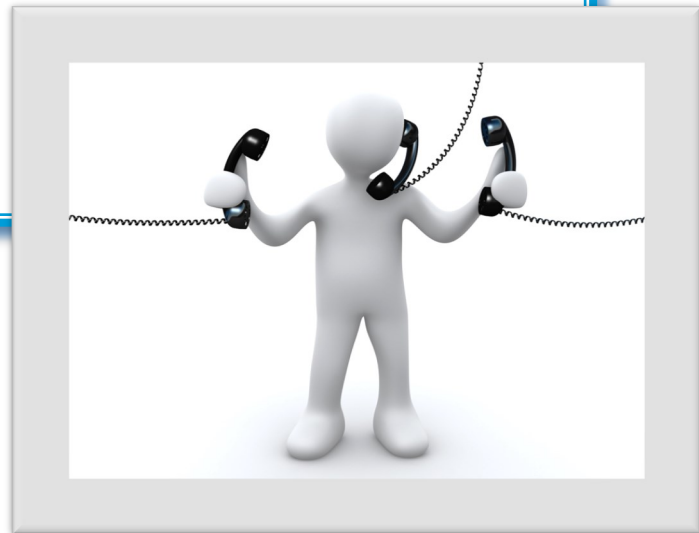


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What is VoIP?

Analog phones, which previously used copper wire circuits to transmit voices as electronic signals, are becoming a thing of the past. These types of phone lines are becoming outdated as technology is advancing.

In 2004, Voice over Internet Protocol (VoIP) was introduced to the business world. Instead of phone lines and the traditional telephone company, the VoIP phone service uses Internet connection. With a quality internet connection, VoIP is positively changing business telephony with increased efficiency, quality features, and cost savings.



Benefits of VoIP:

- ◆ **Flexibility** - Business today is not the same as it was years ago. Flexible phone services are needed for traveling, quickly adding new lines, and having access to enterprise phone systems from multiple locations. VoIP phone systems are built to conveniently meet these needs with no technician needed.
- ◆ **Cost** - Several significant cost savings are possible with VoIP. Main costs from digital or analog systems were adds, moves, changes, and maintenance concerns. With VoIP setup, service and maintenance cost less. Also, international calls are 90% less expensive compared to digital or analog services. As business increases and develops, adding phones with VoIP is easy and inexpensive.
- ◆ **Maintenance** - With VoIP, problems with service no longer involve calling the local phone company to receive maintenance. Administrators have access to VoIP systems from any location, so repairs are fast and stress free.

Technological Developments

Choosing a phone system today is not the same process as it was years ago. VoIP services continue to make advancements to provide universal calling, remote office phone solutions, desktop faxing, and number portability.



Every business has different needs depending on size and service. Customization is a benefit every business should take advantage of as they search for a VoIP provider. There are several different types of reliable products and services VoIP providers are able to offer to satisfy business needs in a cost effective manner.

Eligibility to Upgrade

Making sure your current phone system is able to process growth and increase in the amount of activity is important to ensure it is scalable. Some items to ask yourself when considering scalability include:

- ◆ Is my phone system able to grow with the company or will I ever need to cut back?
- ◆ Can my phone system assimilate new technology?
- ◆ Does my phone system need recovery for disaster and is that available?
- ◆ Can I add mobile devices to my phone system?
- ◆ Is my phone system suitable for the organizational structure of my business or able to transform to fit the structure?
- ◆ Is my phone system appropriate for my company's business model?
- ◆ Are my remote workers able to access the phone system?
- ◆ Does my phone system enhance communication and maintain call flow?
- ◆ Is my phone system displaying the right image to business customers and company partners?

Choosing the best VoIP system should include the features of easily being adaptable, scalable, and customizable.

Transforming to VoIP

Regardless of how big or small your business is, there are a few things you should be aware of when making changes to your current phone system.

- ♦ **Minimal Downtime** - As your business transforms to a VoIP provider, service will be changed simultaneously. When the old system stops, the new system almost instantly starts. This will allow for minimal to no interruption of services.
- ♦ **Detailed Training** - With a new VoIP system, most employees will not have knowledge on how to operate the phone system. It is beneficial to choose a VoIP provider that will train employees on how to utilize the new features.
- ♦ **Proper Equipment** - Choosing the right equipment is important to be sure your needs are being met. Some services may be able to be added to your current system, or it may be necessary to buy new equipment with Internet capabilities. You also have the option to have a hosted Private Branch Exchange (PBX) which replaces an outdated system. Many providers will assess your current needs and equipment to assist you in making this decision.

MetaLINK's Phone Packages

MetaLINK offers two different phone packages:

- ♦ **Basic Hosted PBX**
- ♦ **Premium Hosted PBX**

metaCOM PBX SYSTEM



BASIC HOSTED PBX PRICING & FEATURES



What is a Hosted PBX?

MetaCOM's Phone service is delivered as a hosted service. It's also known as a Virtual PBX.

MetaCOM locally hosts the PBX for each client.

In addition to the features available to the right, hosted-PBX:

- Allows a single number to be presented for the entire company, despite its being geographically distributed.
- A company could even choose to have no premises, with workers connected from home using their domestic telephones but receiving the same features as any PBX user.
- Allows employees to access the network via a variety of telecommunications systems, This allows one extension to ring in multiple locations (either concurrently or sequentially).
- Allows scalability so that a larger system is not needed if new employees are hired, and so that resources are not wasted if the number of employees is reduced.
- Eliminates the need for companies to manage or pay for on-site hardware maintenance.

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MetaCOM Hosted PBX Basic Features

<u>EXTENSION FEATURES</u>	<u>BASIC</u>
Take Inbound Calls	
Place Outbound Calls	
Blind Call Transfer	
Attended Call Transfer	
Voicemail	
Voicemail to Email	
Music on Hold	
Call Waiting	
Caller ID	
Call Forwarding	
<u>PRICING*</u>	\$24.95
*Pricing is based on per call basis.	\$.039 cents/minute LD

Advantages of Hosted

Hosted phone service providers offer many advantages to the residential and small office/home office user. If you have a high speed internet connection then choosing a Hosted phone service might be right for you.

Low Cost :

This technology leads to greater financial savings. This happens because there exists only one network carrying the voice and data provided by only one supplier. You can sign up with MetaCOM and pay a monthly fee in return for unlimited calls within a certain geographic area. For example, some hosted services in the United States allow you to call anywhere in North America.

Low Taxes :

Since the calls are being carried over the Internet, governments have not heavily taxed digital phone services. Compare that to your local telephone bill (go ahead and take a close look) and you will see you are spending quite a bit on taxes each month. Therefore, choosing a hosted provider could add up to significant savings for you and your family.

Portability :

One important concept to understand about hosted is that unlike it's, it is not distance or location dependent. As far as hosted is concerned, you could be calling your supplier 1,000 miles away in Indonesia or calling your business partner on the other end of town, and it doesn't make any difference at all, in terms of connectivity.

PREMIUM HOSTED PBX PRICING & FEATURES



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In addition to the features available to the right, hosted-PBX:

- Allows a single number to be presented for the entire company, despite its being geographically distributed.
- A company could even choose to have no premises, with workers connected from home using their domestic telephones but receiving the same features as any PBX user.
- Allows employees to access the network via a variety of telecommunications systems, This allows one extension to ring in multiple locations (either concurrently or sequentially).
- Allows scalability so that a larger system is not needed if new employees are hired, and so that resources are not wasted if the number of employees is reduced.
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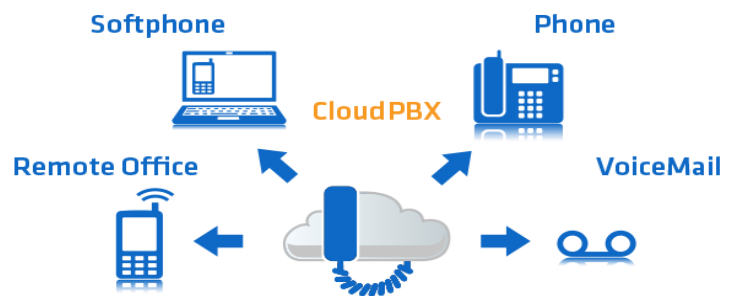
MetaCOM Hosted Premium PBX Feature List & Pricing

<u>EXTENSION FEATURES</u>
Take Inbound Calls
Place Outbound Calls
Web User Interface
Blind Call Transfer
Attended Call Transfer
Voicemail
Call History
Voicemail Transfer
Voicemail to Email
Music on Hold
Call Waiting
Do Not Disturb
Intercom
Simultaneous Ring
Ring All
Call Park
Call Recording
Call Queuing
Anonymous Call Rejection
Custom Contact Directory
3-Way Calling
Number of Phones / Devices
<u>CALL FORWARDING FEATURES</u>
Always
When Busy
When Unanswered
When Offline
<u>AUTO ATTENDANT FEATURES</u>
Dial By Name Directory
Introduction Greeting
Immediate Extension Dialing
Time Frames
Conferencing Features Available
\$44.95*
*Pricing is based on per call basis Unlimited Local & LD included

Why Use Hosted/Cloud Solutions?

Using a cloud service can be beneficial in adding strong VoIP services for your business. It is also possible to receive the same benefits while combining your equipment with SIP trunking. Cloud/PBX Hybrid solutions offer:

- ◆ Maximum quality voice transmissions
- ◆ Dependable connection for data transmissions
- ◆ Cost-efficient levels of service
- ◆ Service provider has complete control in VoIP environment
- ◆ Availability to find and monitor potential issues
- ◆ Adaptable and customizable services that can easily be changed
- ◆ Optimal customer service with strong support



Choosing MetaLINK

MetaLINK takes pride in customer satisfaction by creating valuable services for businesses. We expand our services to meet the needs of customers and continuously improve along with the VoIP system. Providing the following solutions allows us to offer satisfactory services:



- ◆ **VoIP Number Portability** - In the past, remote call forwarding (RCF) was used by call centers and offices to find local phone numbers. Because RCF is forwarded across long distance areas, it is very costly. With VoIP call forwarding, long distance charges are dropped by instead using a universal platform.
- ◆ **Universal Calling** - The “1” is dropped and dialing becomes simplified.
- ◆ **Digital Phone Service** - If you have an analog phone, but do not want to completely change systems, we offer digital phone service integration and hosted PBX. This will cut costs for local and long distance phone calls while allowing for additional phone features like caller ID.
- ◆ **Remote Office Phone Solutions** - With VoIP technology, we can connect remote offices to a common PBX platform. Four digit dialing can now take place between offices, and call transfers are fast and convenient without the added fees from telephone companies.
- ◆ **VoIP Softphone Telecommute Experience** - Making calls with VoIP using a softphone allows for consistent contact integration.
- ◆ **VoIP Hardware Supported** - Nearly all Cisco and SIP phones are supported for both hosted and cloud services.
- ◆ **Desktop Faxing** - Save time and money by faxing with VoIP technology. Port existing fax numbers to easily transition and fax documents directly to your inbox. Install outbound faxing on each office desktop with no per page costs. Secure fax solution is also available for HIPPA and SOX compliance.

