

# Hosted IP PBX Service

*Just One Internet Connection Delivers  
a State-of-the-Art Phone System*

Are you ready to upgrade your communications services? Quest's Hosted IP PBX brings you big-business phone system at a lower cost — and it's easy to use and manage.



Using the latest voice-over-Internet Protocol (VoIP) technology on our state-of-the-art network, you can efficiently use just one Internet connection for all your voice and data communications needs. If you don't have the resources or the desire to purchase, set up, and maintain your own telephone system, then this is the communications solution for your business.

## Integrate Branch Offices, Remote Workers, Telecommuters

Add in our CommPortal Communicator tool and you can extend services such as voice, video, presence, and instant messaging to your PC, the web, and mobile handsets. Team members working from home, on the road, or just on the go can:

- Use mobile phones and PCs like an office phone extension
- Seamlessly link to contacts on desktop, web, and mobile
- Prioritize who can reach them and how
- Receive all voice and fax messages in a single mailbox, and convert voice messages to text
- Dial with a single click

## Focus on Your Business — Not Your Phone System

- No premises-based equipment to install, maintain, or occupy space
- Administrators and users easily manage and control all communications features from any web browser
- No need to run separate networks for voice and data

## Enterprise Class and Scalable Solution

- Existing phone systems can easily integrate into our Hosted IP PBX service—providing better support for home workers and satellite offices
- This could be the last phone system you will ever buy — feature upgrades are done automatically in Quest's cloud with no action required by you
- Our highly-flexible infrastructure can grow as you grow — no matter how many locations you have — and you'll pay only for what you use

## Real Business Benefits!

### Business Continuity

- We deliver a high-quality, reliable solution from our Cloud over our robust IP network with local support and 24x7 management
- Our network will automatically handle calls and messages during power outages; in case of disaster, employees can forward calls to their home or to their mobile phones

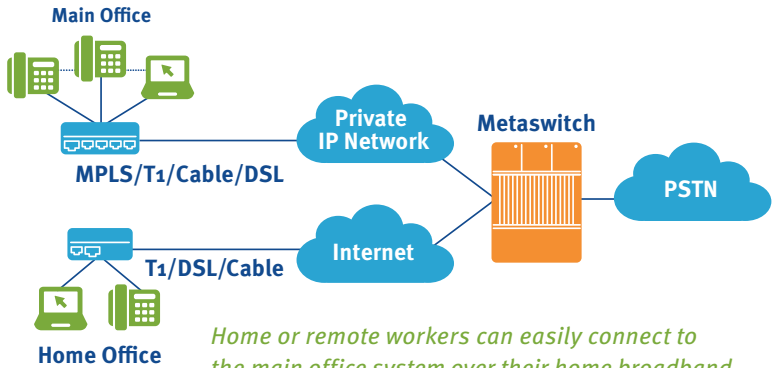
### Easy Management and Administration

- Move, add, or change individual phone services at the click of a mouse
- Tailor calling features to individuals or groups; control services like call forwarding, simultaneous ringing, and call rejection through our web portal

Learn more about Quest's Hosted IP PBX

*Invest in the Capability, not the Product*<sup>®</sup>  
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*Home or remote workers can easily connect to the main office system over their home broadband connection and enjoy all of the same features just as if they were sitting in the office.*

### Standard and Premium Service Levels

Whether you're a small or mid-sized business, we have the right solution to fit your company's needs. Our service delivers you a powerful, full-featured, business-class phone system without the cost or hassle of having an on-site system installed.

Our standard service is packed with useful calling features such as business class phones, short code dialing, lines and numbers that appear on multiple phones, call pick-up groups, music on hold, and an attendant console. Our standard service includes:

- Caller ID
- Voicemail
- Call forwarding
- Call transfer
- Speed dialing
- Find Me Follow Me
- SimRing (ring up to 5 phone numbers at once, including cell phones)
- Call hold, including music on hold
- Attendant console
- Web portal for do-it-yourself feature activation and management

Premium service adds additional communications capabilities to our standard offering, with features such as unified mailboxes for fixed and mobile voicemail and fax messages, an automatic attendant, support for remote workers, automated call distribution, and more.

### Standard Hosted PBX capabilities include:

- **Business-class handsets:** Easy to use, integrated directory, simple adds/moves/changes
- **Business group dialing and short codes**
- **Call pickup groups:** Easily take calls for colleagues in your work group
- **Account codes:** Manage costs by project or department
- **Shared line appearance/multiple appearance directory number:** Great for small teams without a live receptionist
- **Call hold with music or message:** Efficient use of idle time when callers hold with custom announcements
- **Easy Attendant:** Receptionist can see who is on the phone and easily transfer
- **Administrative web portal:** End-users and administrators can easily control phone settings
- **Turnkey installation training and support:** A complete business-class phone system supported by our knowledgeable support staff

### Premium Hosted PBX capabilities include above plus:

- **Unified Communications:** Increase employee productivity by routing office and mobile voicemails to one mailbox, view and save voicemails online through a web browser, convert voicemails to text
- **Premium Attendant with dial-by-name directory:** Ensures effective call handling; adjust based on time of day, or enable during closed hours only
- **Multi-Line Hunt Groups (MLHG):** Maximize customer service/support team productivity
- **Desktop Assistant Dashboard:** Streamlined control of all communications from any PC, redirect calls from your PC, smoothly manage contacts with an advanced contact manager
- **Telecommuter support**
- **Widgets:** Get quick access to CommPortal features from Windows, MacOS, and even iGoogle

### Mobile Phone capabilities include:

- **CommPortal Communicator:** A VoIP softphone available on your mobile device
- **Integrated contacts list:** Keep your directory synchronized in all locations where you access it, including your mobile phone
- **Visual Voicemail:** Use one mailbox for all your messages on mobile and fixed services; see a list of your messages, listen to them, and manage them all from your mobile phone
- **Conference:** Invite attendees and moderate audio conferences using your mobile phone
- **Call Jump:** Switch a conversation to a fixed line mid-call
- **Phone Remote:** Set up landline calls directly from your mobile phone, save bundled mobile minutes or save on hotel calling rates

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