Telspan Cloud Solutions

Hosted Communications Overview

Telspan Cloud Solutions – Premier Hosted Office Phone System.

- A complete office phone system "in the cloud"
  - ▶ Hosted and managed by Telspan Cloud Solutions
  - ▶ Full suite of business telephone features
  - ▶ VoIP phones with HD Voice and Secure Encryption
- Advantages of moving your communications to the cloud
  - ▶ Little or no capital investment
  - ▶ Reduce monthly expenses and save on costly equipment repair bills
  - ▶ Consolidate all communications expenses to a single, simple monthly bill
- Easy to Manage
  - ▶ Intuitive browser-based programming interface
  - ▶ You no longer have to spend time managing your phone system
  - ▶ Single vendor supports all communications, lines, phones and applications
  - ▶ 100% of ongoing management and maintenance included as part of standard service
  - ▶ Guaranteed reliability and built-in disaster recovery

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What is a Cloud-Based Phone System?

What is a cloud hosted Phone System comprised of?

▶ Phones

- IP Phones and Analog Terminal Adapters are used in a hosted environment. Telspan Cloud Solutions offers 3 phone models and ATA units.

620   330   292

▶ Lines

- Outside lines are connected at the ICON data center and delivered to your office over a secure internet or encrypted VPN connection.

▶ Call Server

- Phone system features
- Voice messaging
- Auto attendant
- Mobility
- Conferencing
- Reporting

With a traditional phone system, all of this equipment resides at your office. Owned and managed by you, leaving you responsible if it breaks leading to costly repair bills and even more expenses.

With a phone system in the cloud, only the phones are located in your office. The Call Server and system functions are moved to Telspan Cloud's data center. Telspan Cloud manages and supports the equipment, software and applications. Greatly reducing the monthly communications expenses.

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What is a Cloud-Based Phone System?

- Cloud based phone systems can grow and evolve with your business.
  - ▶ Add users and phones
  - ▶ Add applications
  - ▶ Improve call flow
  - ▶ Stay up to date on upgrades and office communications technology
  - ▶ Integrate mobile phones into your office system
  - ▶ Fixed monthly cost

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Enable business communications across all locations

- If you have several offices, Telspan Cloud can operate across all your locations
- Branches maintain a local presence
  - ▶ Local dial plan and lines, or shared
  - ▶ Local auto attendant menus
  - ▶ Optional Secure VPN Connection to each site
- Location to location dialing over private network eliminates line charges

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Security & Call Quality

- If you are in the cloud today, security for your data matters and cloud voice is data

- VPN delivers "encryption" or protection
    - Internet Key Exchange
    - Encapsulation Security Payload
    - AES 128 or 256
    - PFS for phase 2 added "ephemeral" temporary security keys

- SIP Phone Encryption
    - ▶ SIP signaling TLS encrypted
        - SHA256
    - ▶ SRTP Encryption of SIP Audio

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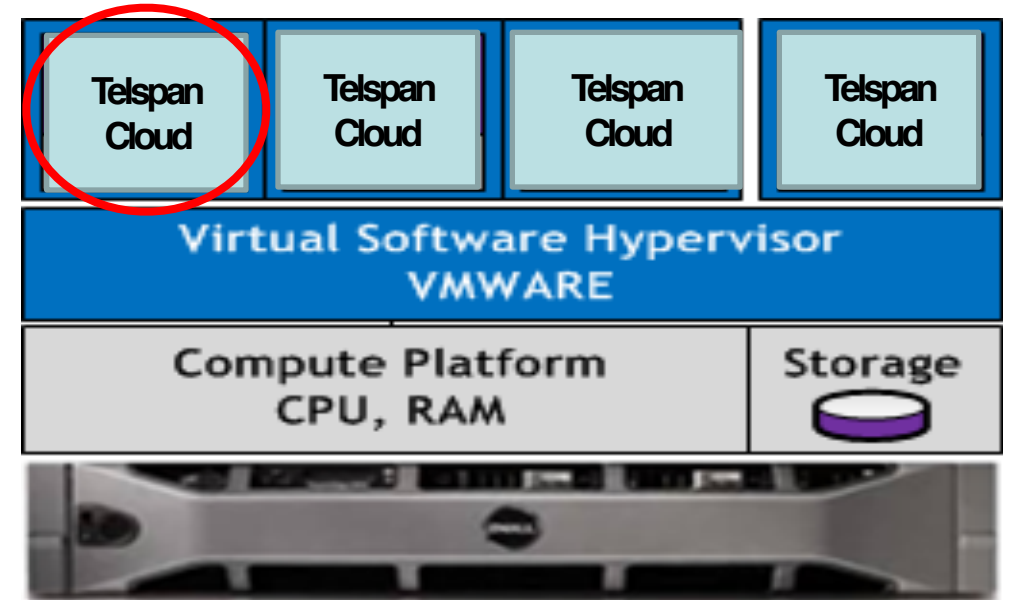# Customer Cloud Instance (CCI) Network Monitoring

PRTG Network Monitor

Sophisticated Network monitoring software

- Compatible with Windows PC, Android and Apple devices
- Track and manage calls activity and usage
- Graphically displays CCI data such as
  - ▸ VPN Tunnel status
  - ▸ Packet loss
  - ▸ Outages to the millisecond
  - ▸ Bandwidth usage

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Telspan Cloud Key Benefit -- **Dedicated Customer Instance**

- Dedicated Customer Instance
  - ▶ Separate operation from other customers
  - ▶ Security, Privacy, Stability
  - ▶ Enables Customizable Configuration
  - ▶ Upgrade when you are ready
  - ▶ Maximum Flexibility to always provide your business exactly what it needs.

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Telspan Cloud Service Plans

Mobile

Route all calls to a mobile phone.
(voice mailbox option)

Courtesy

Phone with no voicemail or dial plan. For common areas

Standard

Phone with voicemail 500 minute calling plan

Premium

Phone with voicemail 500 minute calling plan
Mobility

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Telspan Cloud System Features

- ▶ Phones
  - Telspan offers 3 phone models to choose from.
    - 620
    - 330
    - 292

- ▶ Lines
  - Secure, encrypted connection

- ▶ Telspan Call Server
  - Phone system features
  - Voice messaging
  - Auto attendant
  - Mobility
  - Call park

- Call forwarding
  - Station-based call forwarding
  - Find Me/Follow Me
- Conferencing
  - 3 party phone conference
  - Multi party conference bridge
- Reporting
  - Detailed call reporting
- Paging
  - Paging to phone
  - External paging
  - Bi-direction option
- Hunt Group
  - All ring, circular, sequential
  - Member of multiple hunt group
  - Unlimited hunt groups

620   330   292

Best Solution for Remote Workers

- IP Phone
  - ▶ Open internet or VPN connection, lets you connect and work from anywhere
  - ▶ Easy integration with the home office keeps everyone connected
- Mobile Phone
  - ▶ Find Me/Follow Me with DTMF for transfer & transfer to park
  - ▶ Voicemail forwarding, never miss a message

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Telspan Cloud Phone System Overview

- **Maximum station capacity**
  - ▶ 500 IP Phones
- **Maximum Trunk Capacity**
  - ▶ Programmable number of line accesses
  - ▶ 250 SIP Trunks with Caller ID - name and number
  - ▶ Analog, T1, PRI Gateway Options

Telspan Cloud – 620 IP Telephone

- 480 x 272 pixel HD color display
- Program up to 8 SIP accounts
- Bluetooth enabled
- Dual-port Gigabit Ethernet
- Power over Ethernet
- Full duplex speakerphone
- 3-party conference calls
- Integrated wall mount
- 40 programmable self labeling keys (multiple page display screens)
- Busy lamp field status indication
- Adjustable stand
- USB Charging port
- Optional key expansion module

Telspan Cloud - 330 SIP Telephone

- 132 x 62 pixel graphic display
- Program up to 3 SIP accounts
- Dual-port Gigabit Ethernet
- Power over Ethernet
- Bluetooth option
- Full duplex speakerphone
- 3-party conference calls
- Integrated wall mount
- 12 programmable keys
- Busy lamp field status indication
- Adjustable stand
- USB Charging port
- Optional key expansion module
- Multiple languages

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Telspan Cloud – 292 SIP Telephone

- 128 x 64 pixel graphic display
- Program up to 2 SIP accounts
- Dual-port Gigabit Ethernet
- Power over Ethernet
- Full duplex speakerphone
- 3-party conference calls
- Adjustable stand
- Integrated wall mount
- Multiple languages

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Telspan Cloud – Platform Overview – ESM20 Key Expansion Module

- 480 x 272 pixel HD color display
- 20 programmable self labeling keys each with a dual color LEDs
- Busy lamp field status indication
- Multiple screen display
- Control keys to switch between screens
- Adjustable stand
- Works with GS620
- Supports multi-expansion modules for an attendant console application

Telspan Cloud – Platform Overview – ESM32 Key Expansion Module

- 32 programmable keys each with a three-color LED
- BLF, speed-dial, park, conference
- Call waiting, DND
- Expansion module is powered by the host phone.
- Daisy-chain 6 modules for 192 programmable keys.
- Works with GS620, GS330 & ES330 IP Phones.
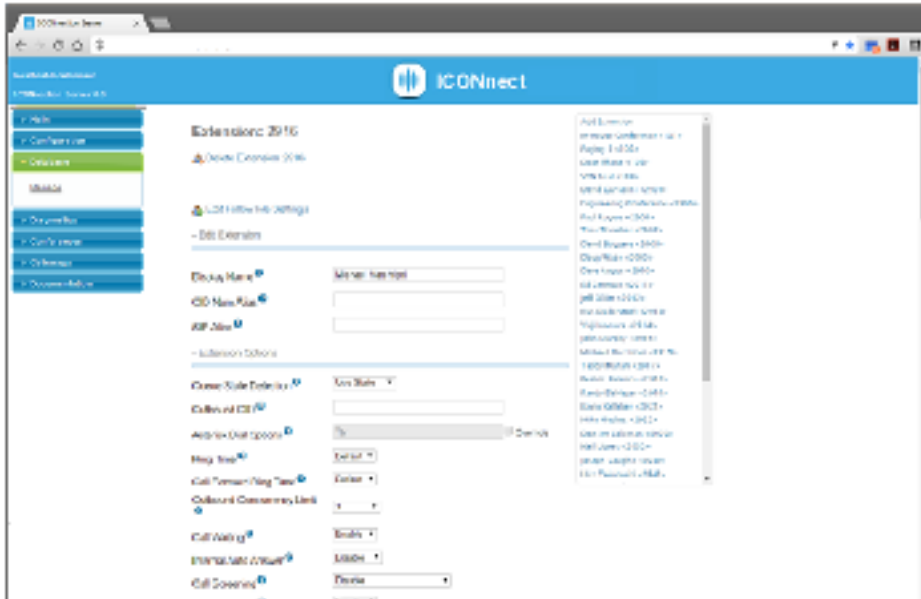
Auto Attendant

- Base Configuration
  - ▶ Unlimited menus
    - Unique menus per DID
    - Unlimited sub menus
    - 0-9, *,# options
      - Single or multiple digit entries
  - ▶ Greetings
    - Customized greetings
    - Scheduled greetings
  - ▶ Day / Night mode

- Supports multi site using "time conditions" setting
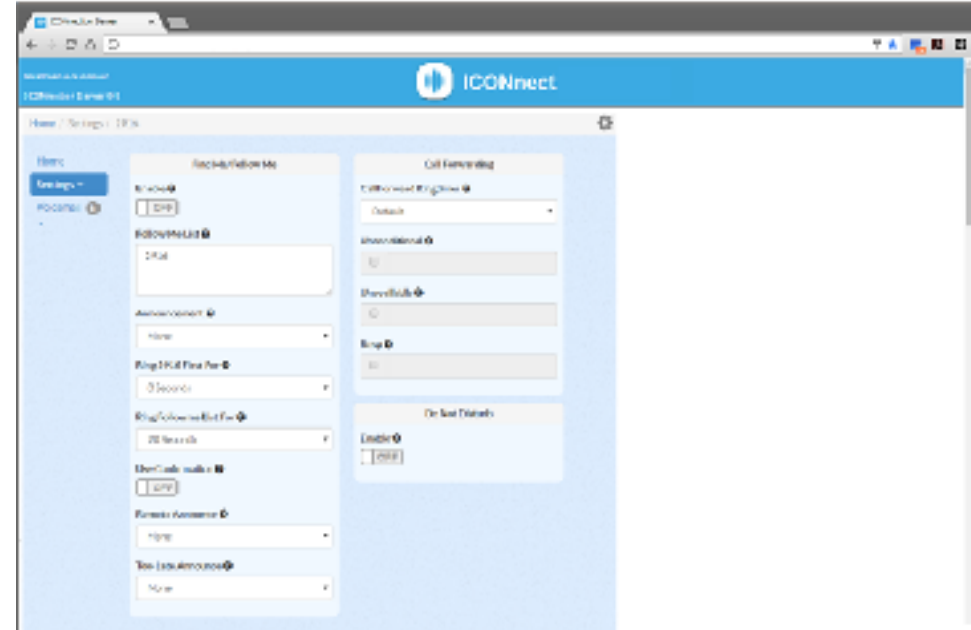
- Emergency override routing

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Voice Mail

- Telspan Cloud SIP Phone
  - ▶ Message waiting indication
  - ▶ SMTP forward to email
  - ▶ Customizable greetings
    - • Standard
    - • Not available
    - • Busy
    - • Temporary

- Remote access from mobile phone
  - ▶ SMTP forward to email
  - ▶ Access messages through dial in number or email

- General
  - ▶ Programmable message storage
  - ▶ Programmable message length
  - ▶ Unlimited internal access to VM
  - ▶ External access limited by number of outside line connections
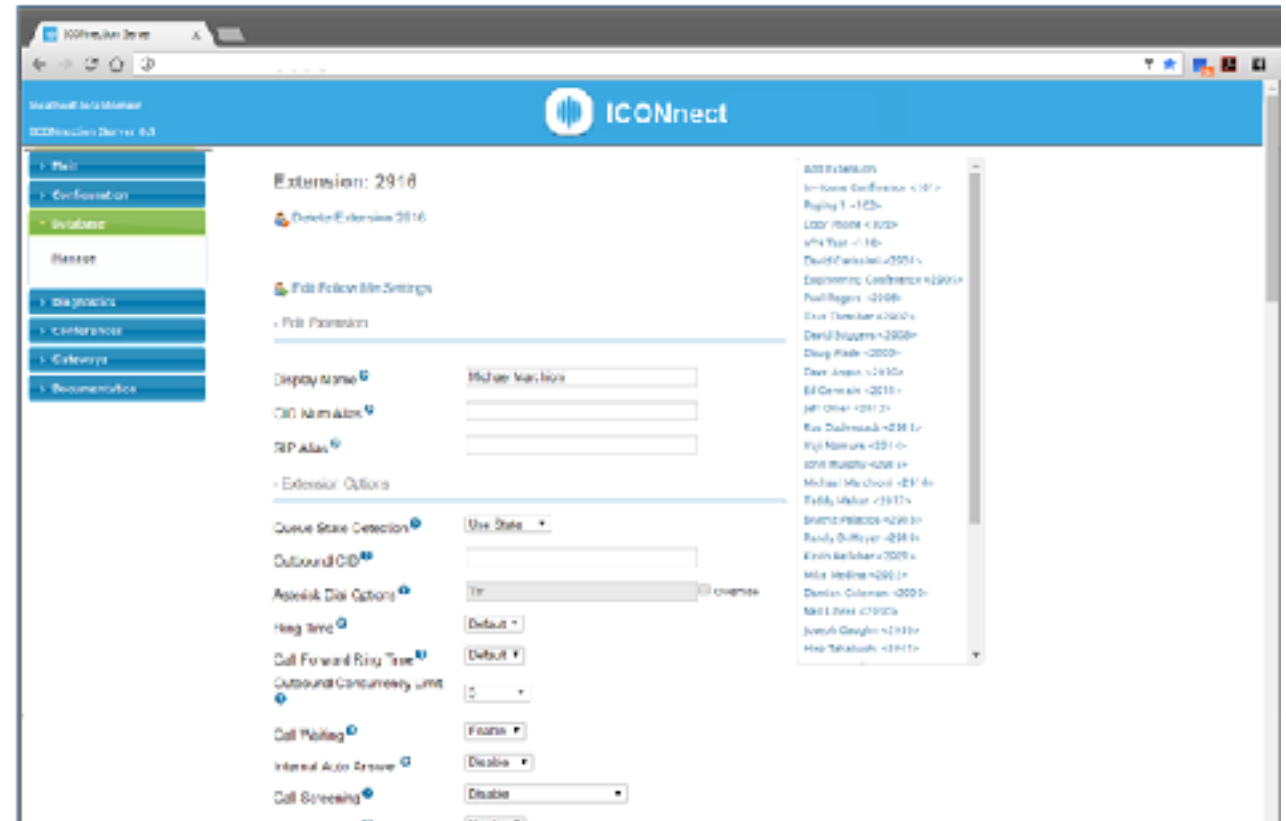
Programming Interface

- ## System Administration

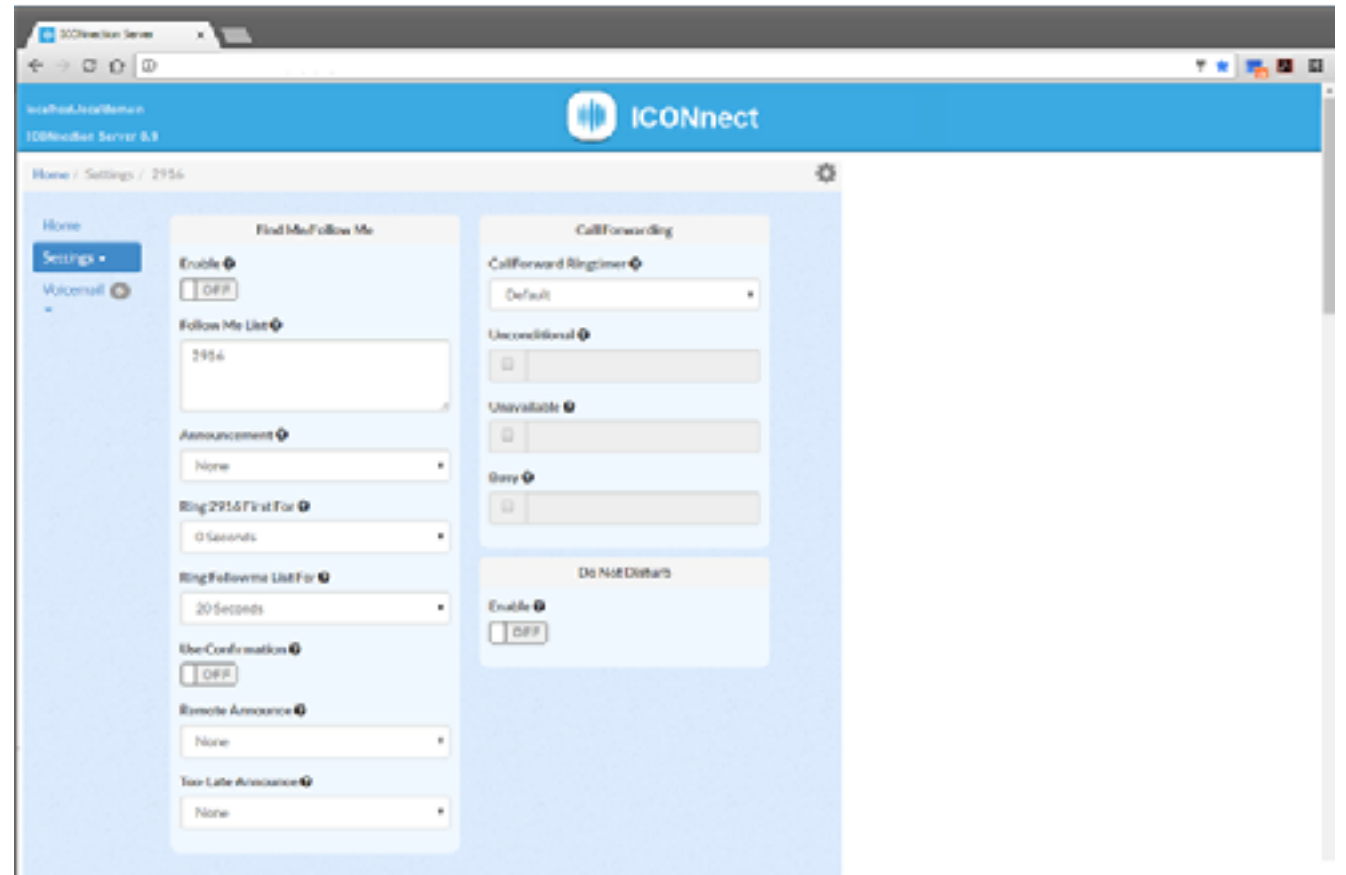- ## User Level Portal

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System Administration Portal

- Easy browser access
- Define roles and rights of each user with access
  - ▸ Dealer
  - ▸ Site admin
  - ▸ End user
- Make moves, adds, changes
- Monitoring & diagnostics

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End User Portal

- Browser Based
- Phone Settings
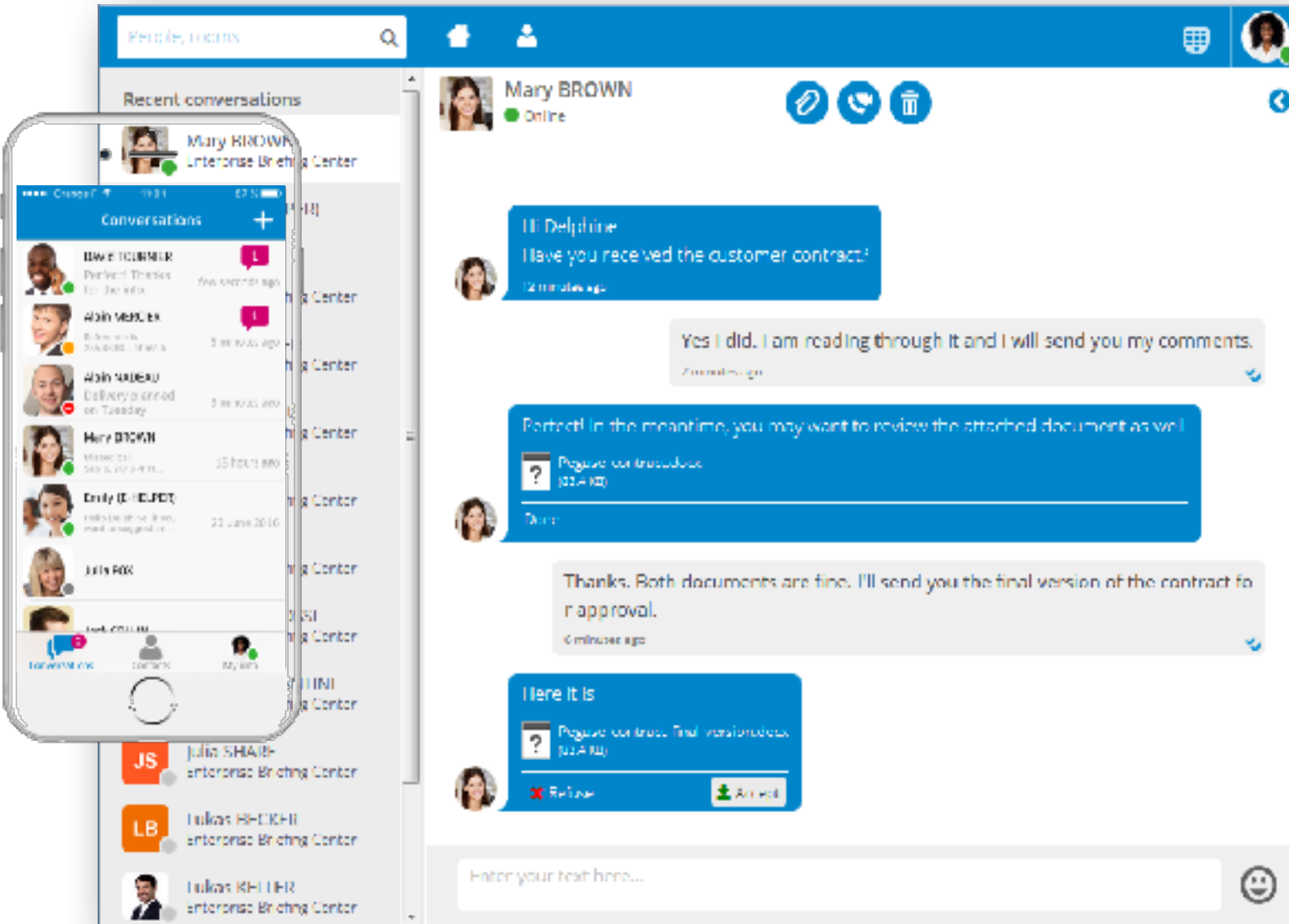- Access Voice Mailbox

Data Center

- Former Federal Reserve Bank of Dallas

- Property is over 3 acres - 7 Stories & 3 sub-floor levels

- ONCOR 700 Grid – Dallas City Operations, Police & E911 (never had an outage)

- Hardened/Fortified construction (Nuclear Fallout &Tornado Shelter)

- 130,000+ sq ft of data center space spanning 6 floors

- An Unparalleled Power Delivery System in Dallas (28.8MW – 2N design)

- One of three Dallas Carrier Hotels (DataBank's DWDM ring - access to 90+ carriers)

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iConnection Collaboration and Chat

- Rainbow from Alcatel-Lucent Enterprise
- INCLUDED WITH ALL PLANS
- Chat, group chat, presence
- File sharing
- Multi-device – PC, Mac, Smartphone, Tablet, Browser
- Peer-to-peer audio/video calls from PC, Mac,
- Screen sharing

Summary of Telspan Cloud

- **Complete office phone system in the cloud**
  - ► *Full feature business communications platform*
  - ► *Integrate mobile phones and communications across locations*
  - ► *Secure - Protecting your voice like you protect your data*
- **Dedicated Virtual Phone System**
  - ► *Unique platform per company provides secure, private and stable communications*
- **End-to-End Support**
  - ► *One Point for Design, Customization, Live Support*
  - ► *Network Monitoring and Notification*
- **Cost effective**
  - ► *Reduce monthly expenses while upgrading to latest office phone technology*

☑ **BETTER**

☐ **AVERAGE**

☐ **POOR**

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Points for Discussion
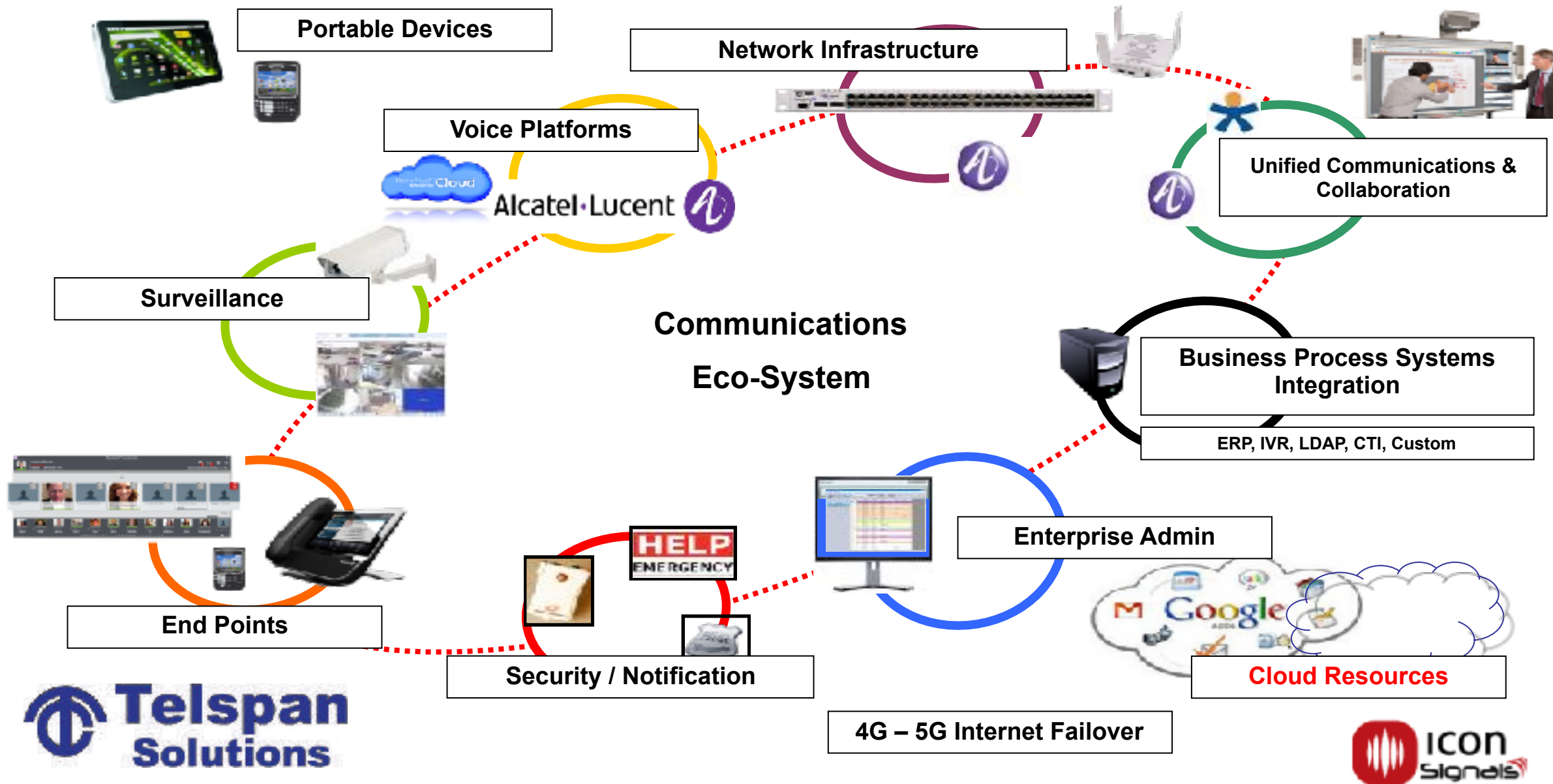
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ICON Voice Networks – Engineering Communication Eco-Systems

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Cradlepoint 4G Internet Failover

COR IBR950 Series Rugged, compact router for enterprise, machine to machine and vehicles with LTE Advanced (Cat 6) modem, internal 3G/4G mobile broadband modem antennas (2) MSRP $799.99
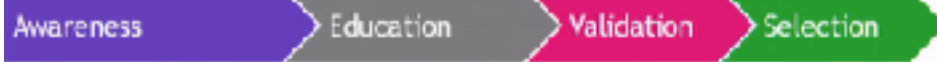
ARC CBA 850 (SNX# CBA850LP6-NA):
Ideal for Failover, this is not a Router. CBA 850 with integrated **LTE.**
External 3G/4G mobile broadband modem antennas (2). Advanced (Cat 6) modem.
MSRP: $679.99

Cradlepoint ECM + CradleCare:
1 Year Enterprise Cloud Manager Prime with Cradlecare Basic Support
MSRP: $175

MC400LP4 External dual modem dock for alternate carrier SIM card
MSRP: $279.99

AER 2100 (SNX# CDP-2100):
Ideal for Primary, Temporary, Pop-up and Mobile Branch Networks.
External 3G/4G mobile broadband modem antennas (2) External dual-band high-gain WiFi antennas (3)
MSRP: $1,099.99
Add a Second Advanced Modem MSRP: $499.99

Awareness | Education | Validation | Selection

TELSPAN SOLUTIONS l voice, data & VoIP solutions
860.761.1400 www.telspansolutions.com

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Telspan Solution's Unique 5 Step Process

Step 1 - The Study

During the study process, we learn about your current business operations, what your requirements are, and where your business is going. We examine your current systems to determine what is working and where improvements can be made to make you more efficient, save you time and money, and position you for the growth your company will experience.

Step 2 - The Design

Based on your needs and budget, our Applications Engineer will develop and present a custom designed telecommunications solution that will meet or exceed your expectations.

Step 3 - The Recommendation

We will present the design concept to you, demonstrate how it will satisfy your objectives and show the benefits that you will receive from the solution.

Step 4 - The Implementation

When the final design is accepted and agreed upon, we will schedule the installation. We pride ourselves on quick installations that do not disrupt your business.

Step 5 - The Relationship

Our services don't end when the hardware is installed. We will train your staff on the proper use of the system to ensure you get the benefit of all its features. We provide ongoing service via remote access or by sending a field service technician to your location. You also have access to our 24/7 emergency service line

Step 5 - The Relationship
Step 1 - The Study
Step 4 - The Implementation
Step 2 - The Design
Step 3 - The Recommendation

Awareness   Education   Validation   Selection

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