



Premier Voice & Data

Our most comprehensive plan, Premier Voice & Data service brings together Proficient's dedicated high-speed Internet access with next-generation voice services to save your business money, improve employee productivity and reduce the time your business must allocate to ongoing IT and telephone services management.

In addition, because Proficient Telecom is providing both dedicated Internet access and voice services over the same broadband connection, all Premier Voice & Data subscriptions include Voice QoS. Voice QoS is Proficient's end-to-end quality-of-service management. With Voice QoS, Proficient actively monitors all of your voice network elements and takes proactive steps to fix problems quickly.

Included high-speed Internet is available in throughputs of 768 Kbps to 2 Mbps or more.

Calling and features are provided entirely by Proficient Telecom from its network operations center, rather than through a combination of telephone company services and a customer-owned PBX. Although similar to traditional telephone company Centrex service in that there is no requirement to own and operate a PBX, Premier Voice and Data includes a much broader range of features and next generation enhancements than Centrex.

Premier Voice & Data offers your business these important benefits:

- ✓ A single source and point-of-contact for both voice and data services .
- ✓ Outsourcing which eliminates much of the expense of buying and maintaining a phone system.
- ✓ Easy Web-based administration using the CommPilot Group Portal.
- ✓ Increased employee productivity derived from advanced call control features.
- ✓ Included long distance and features providing significant cost savings when compared to traditional telephone service.
- ✓ Better management of messaging through Unified Messaging platform.
- ✓ Increased communications continuity between and among office locations and home-based telecommuters.

Because each business has unique needs, pricing for Premier Voice and Data is determined on a customer by customer basis. Typical customers will **save 20% to 40%** when compared to traditional telephone and data services.

To find out more information and receive a customized quote, call 1-800-734-7477.



Premier Voice & Data

Premier Voice & Data is available in 3 service plans which may be customized to add additional lines:

| Features | Premier Voice & Data - Small Office | Premier Voice & Data - Medium Office | Premier Voice & Data - Medium Office Plus |
|---------------------------------|---------------------------------------|---------------------------------------|---|
| Included Internet Access | 768 Kbps | 1.5 Mbps | 2.0 Mbps |
| Included DID Lines | 5 | 15 | 25 |
| Voice QoS | Included | Included | Included |
| Included Local Outbound Minutes | Unlimited | Unlimited | Unlimited |
| Included Local Inbound Minutes | Unlimited | Unlimited | Unlimited |
| Included Long Distance | 1500 minutes | 4000 minutes | 6000 minutes |
| Enhanced 911 | Included | Included | Included |
| Directory Assistance | Per Use | Per Use | Per Use |
| Local Number Portability | Yes, keep your existing phone numbers | Yes, keep your existing phone numbers | Yes, keep your existing phone numbers |
| Included Email Accounts | 25 | 25 | 25 |
| Included Voice Mail Accounts | 5 | 15 | 24 |
| Standard Features | Included | Included | Included |
| Premium Features | Additional Charge | Additional Charge | Additional Charge |
| Additional DID Lines | Additional Charge Per Line | Additional Charge Per Line | Additional Charge Per Line |



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Included Standard Features

Premier Voice & Data service includes the following voice and messaging features:

- ▶ Anonymous Call Rejection
- ▶ Call Forwarding Always
- ▶ Call Waiting
- ▶ Call Forwarding No Answer
- ▶ Call Forwarding Selective
- ▶ Call Hold
- ▶ Caller ID
- ▶ Caller ID Block
- ▶ Call Return
- ▶ Call Trace
- ▶ Call Transfer
- ▶ Speed Dial 8 & 100
- ▶ CommPilot Group Web Portal
- ▶ Device Inventory
- ▶ Do Not Disturb
- ▶ Email
- ▶ Extension Dialing
- ▶ Hunt Groups
- ▶ Last Number Redial
- ▶ Loudspeaker Paging
- ▶ Three-way Calling
- ▶ Unified Messaging

Premium Features

The following Premium Features are available for an additional charge:

- ▶ Account Codes
- ▶ Alternate Numbers
- ▶ Authorization Codes
- ▶ Call Forwarding Ring Splash
- ▶ Call Forwarding Selective
- ▶ Call Intercept
- ▶ Call Park
- ▶ Call Pick-up
- ▶ Call Screening Via Digits Pattern
- ▶ Calling Line ID Blocking
- ▶ Call Line ID Delivery Per Call
- ▶ Simultaneous Ring
- ▶ Click-to-Call
- ▶ CommPilot Call Manager
- ▶ CommPilot Express
- ▶ CommPilot Personal Web Portal
- ▶ Distinctive Ring/Alert
- ▶ LDAP Directory Integration
- ▶ Music-On-Hold
- ▶ Outlook Integration
- ▶ Printable Group Directory
- ▶ Priority Alert/Ringing
- ▶ Selective Call Acceptance
- ▶ Selective Call Rejection
- ▶ Shared Call Appearance

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