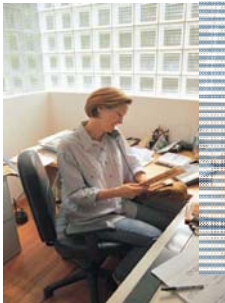


# VOICEGRAM<sup>®</sup>

*Making Communicating Easier!*



**SERVICE.**  
**SIMPLICITY.**  
**VALUE.**



Reliability

Connectivity

Scalability

Virtual PBX and Unified Office Services  
For Your Business



## With Voicegram, You're Never Alone.

To simplify your communications, that is Voicegram's mission. We provide the virtual teleconnectivity services that today's modern business professionals need. All from a single, convenient, end-to-end provider, that offers an unrivaled and extensive array of services, all on our own network. And since no two companies are alike, we tailor our solutions to meet your specific needs, whether your company has anywhere from 1 to 100+ employees.



## Services to support your current needs, and scalability to support your future growth.

The Voicegram network uses the latest technology to make it simpler to implement now, and scalability to easily accommodate future growth in your business.



## The Voicegram Advantage.

- 24/7 live customer support
- Seventeen year heritage in the call processing services industry.
- No equipment to buy, install, or maintain.
- No risk satisfaction guarantee, you test the services you need before you pay for them.
- Freedom to choose any Telco.
- Providing local services to 50 states and 8000 local calling area.
- No long term contracts, or setup charges.



# Intelligent call processing for your business.

## VOICEGRAM SERVICES PORTFOLIO

<b>Advanced Call Routing Menus</b>	<b>Advanced Call Transferring</b>	<b>Enhanced Voice &amp; Fax Mail</b>
Automated Attendant	Department Announce On Answer	New, Saved, Deleted Queues.
Automatic-Equal Call Distribution	Accept/Reject Transferred Calls	Caller ID Attached to Messages
Numeric IVR Routing	Multi-Number Find Me Routines	Return Calls During Playback
Dial by Name Routing	Call Park & Hold On Transfer	Timed & Selectable Greetings
Multi-Digit Extension Routing	Music or "AD" on Transfer	Auto Detect Fax
Customized Multi-Level Menus	Call Screening on Transfer	Auto-login via Admin Caller ID
Timed & Selectable Menus	Send Transferred Calls to VM	Tiered Message Notification
On-Site & Off-Site Call Routing	Inbound Caller ID transmitted	Nationwide City to City Messaging
<b>Unified Messaging</b>	<b>Special Services</b>	<b>Web Account Access</b>
Full Message Delivery via E-Mail	Foreign Exchange Service	Listen to voice mail On-Line
Caller ID Attached to E-Mail	Voice Forms - Survey - Q&A	View Faxes On-Line
Text Messaging to Cell Phones	One Phone Number Service	On-Line Account Management
Caller ID with Text Messaging	Fax On Demand	ASP-On-Line Contact Manager
SMS-Single Key to Return Call	Virtual Fax Service	<b>Toll Free</b>
Fax Delivery via E-Mail	Fax Never Busy	Inbound Toll Free 3.7 cents min.
	SPAM Fax Eliminator	
	Virtual Office	

**Built for you - reliable, scalable, smarter, faster, and simpler, virtual PBX and Unified Office services for your business.**



Reliability

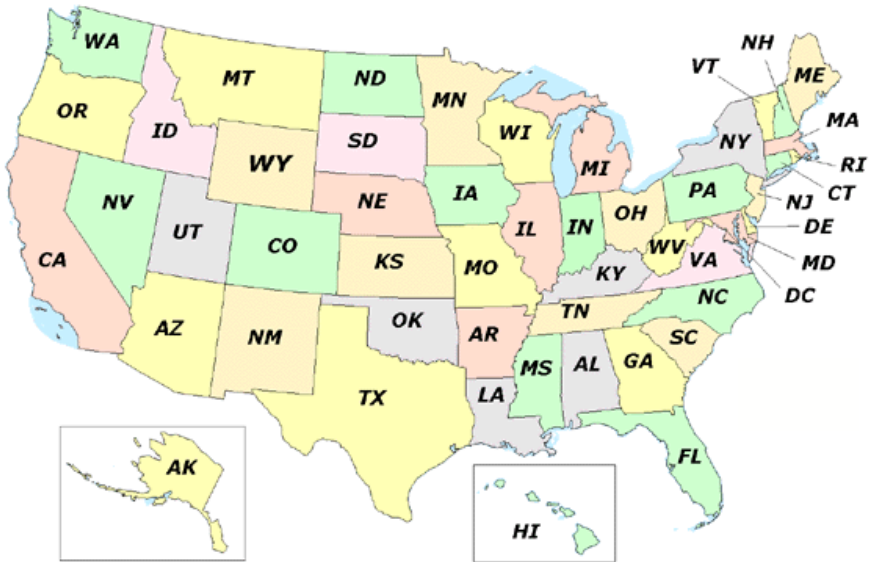
Connectivity

Scalability



## Voicegram's Nationwide Local Coverage Area

Spans 50 States, and over 8000 local calling areas across the U.S.



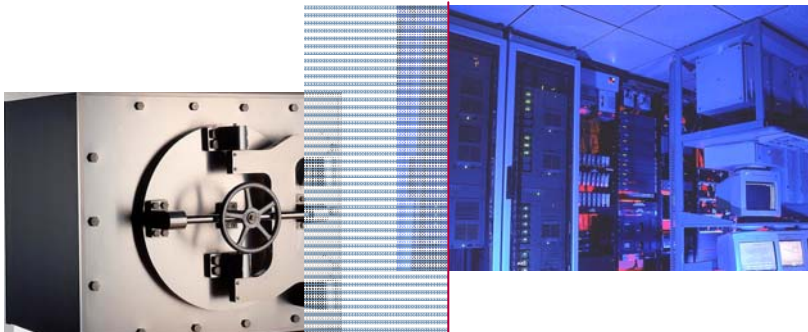
**Voicegram's wholly owned network provides simple, reliable, and cost-effective service.**

Voicegram owns our nationwide network end to end, no intermediary service providers are needed. This allows us to provide the most reliable, highest quality, cost-effective, and consistent nationwide call processing services to our customers, premise to premise.

It's fast, it's simple and it's ready for you. Get the reliability, connectivity, and the services your business needs to compete and succeed. **Call your Voicegram services coordinator today.**

## Optimal network protection and redundancy.

- Two-way ISDN-PRI T1's provide fast connectivity, and digital clarity, with full Caller ID delivery to each end user. Transferred calls are release link transferred from our servers, so the end user receives the transferred call with the utmost digital clarity.
- Unified Messaging is delivered over our 1.554Mbps Data T1's connected directly to our Tier 1 carriers OC-192 backbone for fast and efficient delivery of unified messaging to our customers.
- Our Telemessenger VI Servers are co-located within Tier 1 data centers, and are supplied with filtered and conditioned, air, and power.
- Power outages are averted via APC InfraXtructure UPS systems, and backup 60kw diesel inverter generators.
- Fire Protection is provided via full room Halon fire suppression systems.
- Redundant ISDN-PRI T1's for voice, and Data T1's are in standby in case of primary line failures. Separate watchdog servers monitor both server, and T1 health, and report immediately to the system administrator any conditions that could cause potential service problems so they can be averted.



Telepacific is a major CLEC, providing telephone, and data services to businesses in the western region of the U.S.. Telepacific has been using Voicegram to provide our Virtual PBX, and IVR applications to our customers throughout our coverage area since August 2001.

"Voicegram is also trusted to provide customer care, and technical support for these applications directly to our customers, this allows our customer care staff to focus on telephone, and data related issues. Voicegram's response time in setting up services and creating custom applications from the simple, to the most complex is exceptional."

**Mr. Michael James, Vice President Customer Care, U.S. TelePacific** 

In the real estate world only one thing matters and that's good communication. REMAX affiliates are always on the look out for cutting edge technology. Voice messaging is our main tool, and we need it to be reliable. "Quality support for our agents, superior product and personalized customer service is what sets Voicegram apart from the others."

**Mr. Dale Sharpe, General Manager RE/MAX of Southern Marin** 

"Over the past year of working with Voicegram, we have shifted all of our custom IVR applications from our previous vendor to Voicegram because of their prompt attention to our needs as a customer, and their ability to quickly turn ideas into custom applications, plus their reliable and speedy reporting on the activity of our campaigns. When we have questions they are consistently answered with a single phone call. All billing is completed in a clear and understandable fashion; charges are never "hidden". Our satisfaction with Voicegram has been consistently very high."



**Mr. Jeff Birkner, President North American Operations, San Francisco, ipsh!net**

Voicegram created and hosts custom IVR applications for ipsh!net, for



**Nationwide Customer Service and Sales**  
**1-866-864-2341**