

Do More With CentralOffice

POWERED BY XCHANGE

Upgrade Your Communications Service

Are you ready to upgrade your communications solution? Xchange Telecom's CentralOffice brings an enterprise level phone system to you at a lower Total Cost of Ownership than what you're currently paying. Using the breakthrough technology of Voice over Internet Protocol (VoIP) over Xchange Telecom's state-of-the-art network, you can efficiently use one connection for all your communications needs. Don't have the resources or the desire to purchase, set up and maintain your own telephone systems? CentralOffice is the communications solution for your business.

Standard and Premium Service Levels

Whether you're a small "mom 'n' pop" shop or a growing small/medium business, we have the right solution to fit your company's needs.

Standard Hosted PBX service delivers a powerful, full-featured, business-class phone system without the cost and hassle of on-site PBX. Standard calling features include Shared Line Appearance, Multiple Appearance Directory Numbers (MADNs), Call Pick-up Groups, Music on Hold and Short Code Dialing.

Premium Hosted PBX service adds additional communications capabilities to our standard offering with features such as Automated Call Distribution (ACD), Enterprise Level Security, HIPPA Compliance, Integrated Door Remotes, Auto Attendant and more.

Real Business Benefits!

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.

Flexibility

Central Office does not require a fixed PBX. You can seamlessly move your system anywhere in the world - without your customers noticing.





Trust Your Phone Again With CentralOffice by Xchange

An End-to-End Secure and Reliable Solution

Xchange Telecom delivers a High Quality, Reliable solution over its managed network. CentralOffice service provides clear and high-quality calling to anywhere in the world for low rates. Xchange Telecom's network will automatically handle calls and messages during power outages. In case of disaster, employees can forward calls to home or mobile phones.

Leverage Technology

- Flexible infrastructure can grow as you grow.
- Existing phone systems can easily integrate into Hosted PBX — providing better support for home workers and satellite offices.
- Make CentralOffice the last phone system you will ever buy. Feature upgrades are done in the network — seamless for you.

Easy Management and Administration

- Perform Moves, Adds and Changes (MACs) at the click of a mouse.
- Tailor calling features to individuals or groups. Control call forwarding, SimRing, and call rejection through our web portal.

Take Control

Through our easy-to-use web portal, you have complete control over how your phone system is set up and used.

Easily make changes to your Multi-Line Hunt Groups or Multiple Area Directory Numbers, enable/disable phone settings such as call forwarding, short dial codes, sequential and simultaneous ringing, and much more.

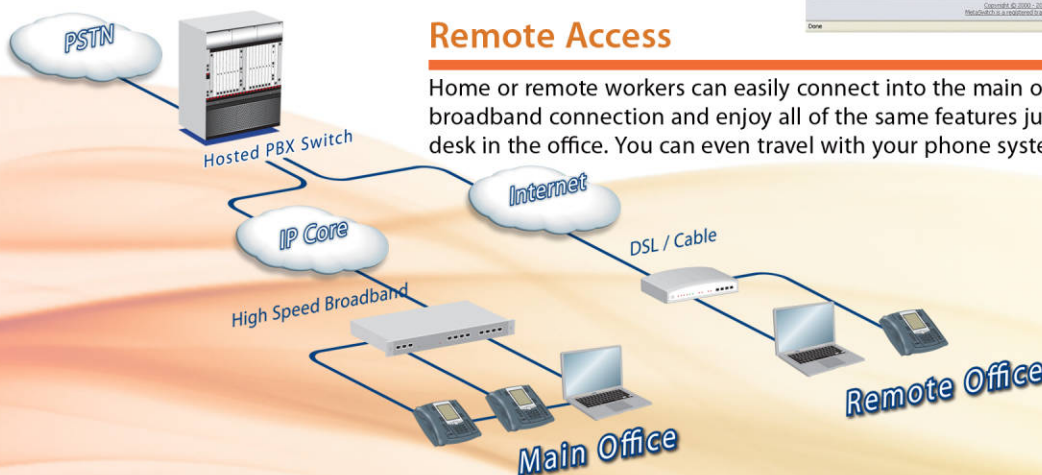
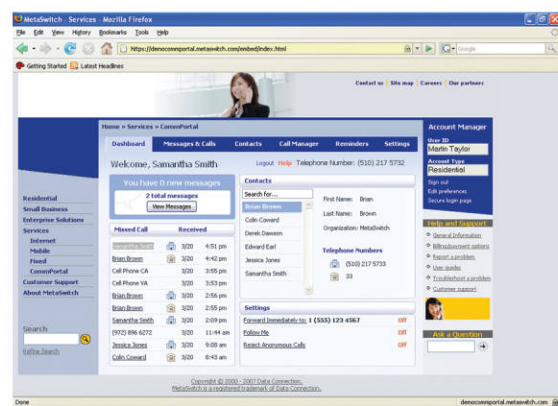
Our Hosted PBX service allows for a central administrator (office manager, secretary, etc.) to change settings on the phone lines for the entire business group, and individual users to have the same control over their own extensions and IP phones.

With Hosted PBX Service, get the features you really need

Hosted PBX service delivers you the power of a PBX over your company's existing high-speed broadband Internet connection. All that you need at your business locations are the business phones that operate over your business LAN. Bundle our Hosted PBX service with our High Speed Internet service and save money on our fully managed service.

Features of our Standard Hosted PBX service include:

- Web portal for do-it-yourself changes, feature activation, and management
- Caller ID, including name and number
- Voicemail
- Call forwarding
- Call transfer
- Speed dialing
- Find Me Follow Me (be reachable anywhere)
- SimRing (up to 5 phone numbers, including cell phones)



Remote Access

Home or remote workers can easily connect into the main office system over their home broadband connection and enjoy all of the same features just as if they were sitting at a desk in the office. You can even travel with your phone system.

Choose the Features that fit your business needs

We deliver the features
you need
in today's competitive
business environment!



Standard Hosted PBX Highlights	Benefit to You
Business Class Handsets	Easy to use, integrated directory, simple adds/moves/changes
Business Group Dialing and Short Codes	Quick-dial colleagues, including those in other offices, and external numbers
Call Pickup Groups	Easily take calls for colleagues in your work group
Account Codes	Manage costs on a Project or Department basis
Shared Line Appearance	Lines appear on multiple phones with associated key Great for small teams without a live receptionist
Call Hold with Music or Message	Efficient use of idle time when callers hold Custom announcements to promote your business
Attendant Console	Receptionist can see who is on the phone and easily transfer
Web Portal	Delegated administration to easily control phone settings
Turnkey Installation, Training, and Support	A complete business class phone system supported by our knowledgeable support staff
Multi-Line Hunt Groups	Maximize customer service/support teams' productivity
Desktop Assistant	Improved productivity through streamlined control of all communications from the PC
Remote Worker Support	Telecommuters become part of the main office system improving communications and employee benefits
Enhanced Call Transfer	Transfer calls to any number, anywhere

Premium Hosted PBX Highlights	Benefit to You
Auto Attendant with dial-by-name directory	Ensures effective call handling and projects a professional image Adjust based on time-of-day, or enable during closed hours only
Automated Call Distribution (ACD)	Manage your employees' call flows and ensure quality
Enterprise Level Security With Call Recording	Industry approved MD5 encryption available
HIPPA Compliance	Secure network and communications to comply with HIPPA rules
Dedicated Private Lines	Allows peace of mind and enterprise level communications while also providing for failovers
Integrated Remote Door	Operate your doors and gates from anywhere in the world
Intercom System	Allows paging and intercoms to be used through the system

Individual Station Options

- Station-to-Station Intercom Dialing
- Do Not Disturb
- Message Waiting Indicator
- Attendant Console (line state monitoring)
- Call Park/Retrieve
- Directed Call Pick-up
- Short Codes (group and personal)
- Account Codes (mandatory and optional)
- Internal/External Caller ID Presentation
- Distinctive Ringing for Internal/External Calls
- Call Forwarding (unconditional, busy, selective, fixed)
- Call Rejection (anonymous or selective)
- Automatic Recall (AR) and Callback (AC)
- Call Waiting (with or without caller ID)
- Caller ID/Calling Name (delivery and blocking)
- SimRing
- Simultaneous Multi-Location Ring
- Find Me Follow Me (configurable via web portal)
- Soft Phone
- FaxMail
- Individual DIDs

Company-Wide Features

- Web-based Administration
- Auto Attendant
- Automated Call Distribution (ACD)
- Shared Line Appearance
- Outgoing Call Blocking
- Mandatory Account Codes
- Selective Call Rejection
- Anonymous Call Rejection
- Screening List Editing
- Toll Restriction
- Find Me Follow Me
- Business Group Dialing Plan
- Special Intercept Announcements
- Multiple Appearance Directory Number (MADN)
- Multi-Line Hunt Groups
- Music on Hold
- Click to call (with Desktop Assistant)
- Remote Worker support
- Call Recording
- Intercom and Paging



About Xchange Telecom

Headquartered in Brooklyn, NY, Xchange Telecom is a full service provider of reliable and efficient telecommunications solutions for business and residential customers. Xchange's network is backed by its own state-of-the-art facilities located throughout the New York metro area. Tens of thousands of customers rely on Xchange Telecom's exclusive NOC and network for highest quality service and exceptional value.

Xchange Telecom Corp., led by a management team with over 30 years combined experience, has been providing rock solid carrier services, connectivity and collocation solutions for over eight years.

- Our fully-equipped and secure facilities, staffed 24/7/365 by skilled engineers, boast an impressive 99.999% uptime rate.
- Our data center, linked to more than 20 transport hubs, is directly connected to all major telecommunication providers in the Northeast.

Our corporate culture and experience allows us to service even the smallest business with a personal relationship while scaling to provide enterprise level telecommunications solutions for the largest corporations. We provide highly tailored and specialized solutions for all of your telecom and data needs. To learn more about a customized solution for your specific communications needs, please contact one of our account representatives.

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