

FTS Business Phone Service



Dear Customer,

Thank you for taking the time to request a proposal for your new FTS Phone Service . My name is _____ and I will be happy to answer any questions you may have. My contact information can be found at the bottom of this page.

This document gives a brief overview of FTS Business Phone Service product offerings including the Phone system and service and a network diagram of how FTS Business Phone Service works.

FTS Highlights:

- **Save Money:** 50-80% the cost of comparable service, and options to save money with VoIP
- **Work Anywhere:** Easy telecommuting options, softphones and web-based administration
- **Feature-Rich:** Scheduler, auto-attendant(s), conference bridges, powerful call center features
- **Reliable:** Proactively monitored and maintained 24/7
- **Scalable:** FTS grows with you and connects branch offices with a click of a mouse

FTS provides both the Business Phone Service and the Business Phone System.
FTS has two service options, A Hosted version or a Premiss based System.

FTS Hosted Service is FTS's hybrid-hosted IP-based telephony solution. Designed for SOHO and small businesses with basic telephony needs, with our hosted service all you will need is your choice of IP handsets and a broadband connection. Included with our hosted service are features such as Caller ID, Call Waiting, Roll-Over and Hunt groups, Voicemail, music-on-hold, and more.

FTS Premiss Service provides the powerful features of the most advanced Business Phone Systems available today. Features such as auto-attendant, IVR and Calling features like caller ID, Hunt groups, are all included. FTS IP PBX contains advanced functionality for more sophisticated communications needs. FTS Premiss IP PBX comes with multiple auto-attendants, conference bridges, paging and intercom, FindMe with Mobile Integration, agent features and more, including unlimited queues and A.C.D. Outbound Call Reporting and queue reports are also included..

With the optional FTS IP PBX Dashboard, it enables on-the-fly recording, call monitor/charge, and CRM integration / simple screen pops.

For a detailed listing of all the features of the FTS Business Phone Service [click here](#) or visit <http://ftstelecom.com/calling-features.asp>

FTS IP PBX



Florida Telephone Services
Your Alternative Phone Company
www.ftstelecom.com

FTS Business PBX Service Provide You With True Mobility:

- Telecommuters rejoice! Work from anywhere as if you're in the office.
- Forward your office extension to your mobile or the softphone on your laptop.
- Use FindMe to reach employees wherever they are: office, home or the road.
- Get every voicemail forwarded to your e-mail or stream them to your PDA to save minutes.
- Link branch office locations with a single click for a unified dial plan, free calling, and more.

Use VoIP Phone Service, Your Existing Service, or Both

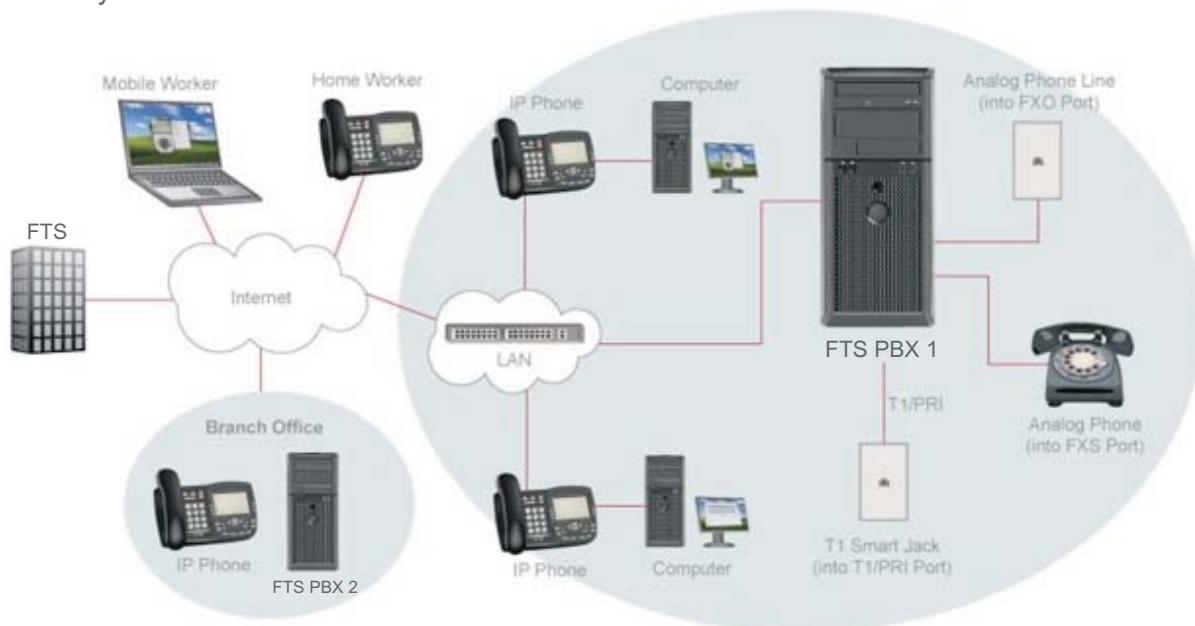
FTS IP PBX can be configured to use VoIP, PSTN (standard phone service like AT&T, Verizon, CenturyLink, etc.), or a mixture of the two. Yes, you can continue to use your existing phone lines! For customers looking to use VoIP, but afraid of dropped calls, FTS IP PBX is the answer. Every FTS IP PBX system comes with optional "PSTN-Fallback". This feature continuously tests your Internet connection and switches calls from VoIP phone service to regular service if there is a drop in Internet connectivity. Unlike a hosted service, if your Internet goes down, your phone system doesn't go down with it!

FTS's Hybrid-Hosted Phone System Provides Unique Capabilities:

- With a support contract, your FTS IP PBX system will automatically receive software updates.
- Every system is proactively monitored 24/7 for software and hardware problems.
- If a problem occurs it is automatically fixed or you are notified by our support team.
- And if a disaster occurs, your system can be restored due to automatic configuration backups.
- Hybrid-hosted enables Anywhere Management!

Network Diagram

The network diagram below shows how FTS IP PBX communicates with your office network and the Internet. To use existing phone service, connect your analog and digital phone lines to ports on the back of your FTS IP PBX system.



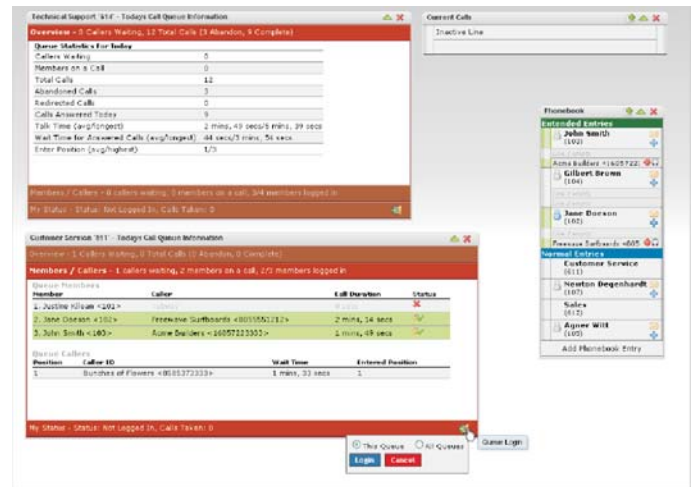
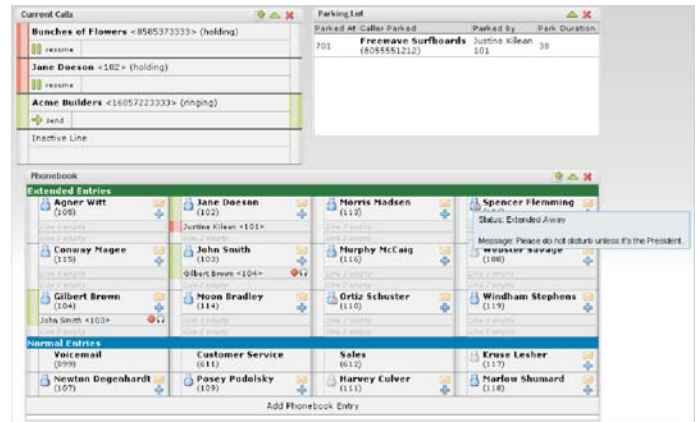
www.FTStelecom.com (407) 331-8622 sales@ftstelecom.com

FTS Phone System Dashboard

When FTS IP PBX is coupled with the optional Dashboard A visual communication management application, every employee benefits from company-wide visibility and one-touch interaction with colleagues.

Dashboard provides employees with:

- Visual corporate directory, operator panel, and private chat server.
- One-touch, drag-and-drop call control for interaction with fellow employees.
- See real-time employee status (available, on an internal, external, or queue call).
- Outlook, Customer Relationship Management (CRM), and Internet/Web integration.
- With Management rights users can Listen and Record Calls for training purposes.
- Do all of the above from remote locations Ideal for multiple locations



FTS Business Phone Service



Technical Support

When you purchase FTS Business Phone Service, you will receive installation support. Our support professionals ensure that your FTS PBX server is installed correctly and that you are able to place calls. We will also walk you through the features of your phones and some basic web-based admin panel and any options including user panel and dashboard training.

FTS provides ongoing technical support including unlimited support emails and telephone support. Training and web documentation is also included for your personal

FTS's support hours are 9:00 AM - 5:00 PM EST for North American customers.

Installation

For premiss based systems FTS will install the PBX for you. For hosted systems FTS will walk you through the installation every step of the way. With hosted systems there its as easy as un packing the phone handsets and connecting the handsets to an existing broad band connection...its that easy.

FTS will do the following for a premiss based system

- Site survey and Ethernet cabling inspection
- Router Configuration and Network Stability Test
- IP/Analog Phone Installation & Extension Set-up
- Configuration of Call Menu, Automated Attendant, Scheduler, etc.
- Dial Plan Set-up
- System Tuning

FTS will do the following for a hosted based system

- IP Phone Extension Set-up (performed before shipping phones)
- Configuration of Call Menu, Automated Attendant, Scheduler, etc.
- Dial Plan Set-up
- System Tuning