



MITEL

NetSolutions® VirtualUSA SIP Productivity Suite with Broadband Internet Access

Standard Features

Reliable T-1 Based Transport Method

Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access is delivered via reliable T-1 level service and available with either 1.5MB of Internet access delivered over one T-1, 3MB of Internet access delivered over two T-1s, 4.5MB of Internet access delivered over three T-1s or 6MB of Internet access delivered over 4 T-1s, in order to scale to the needs of enterprise customers.

Dynamic Bandwidth Allocation

Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access dynamically allocates the available bandwidth between voice, data and Internet applications to provide the maximum flexibility for the deployment of converged applications. This flexibility allows users to efficiently allocate network resources while providing the maximum throughput for peak usage of prioritized applications.

STANDARD FEATURES

- Reliable T-1 Based Transport Method
- From 1.5MB to 6MB of Broadband Internet Access
- Dynamic Bandwidth Allocation
- Flexible Number of Voice Trunks
- Included Local Numbers****
- Included Host Location Virtual USA Direct Inward Dial Number****
- Outbound Voice Prioritization
- Bundled AnyDistance USA Usage Minutes*^
- Use of an On-Site Ingate SIPParator SIP Proxy and Registration Device or Ingate SIP Aware Firewall with 8-5 NBD Replacement Guarantee
- D Data Channel Data Stream Equivalent Included
- Online Billing
- Primary Directory Listing
- Local Number Portability***
- Included Domestic U.S. Calling Card Minutes
- Included Monthly On Demand Audio Conferencing Minutes
- WebDemo Basic Web Presentation License
- Inbound Caller ID Number
- Outbound Caller ID Number**
- Toll Free Number
- Affordable cost per minute for additional AnyDistance USA Usage Minutes*^^
- Discounted International Long Distance
- Affordable cost per minute for additional a la carte On Demand Audio Conferencing Minutes
- E-911 Service
- 900/976 Blocking
- Telephone Number Assignment
- Directory Assistance^^^

Flexible Number of Voice Trunks per T-1

VirtualUSA SIP Business Trunks use the G.711a codec to deliver from 4 to 16 voice call paths per T-1. This allows each T-1 to support 16 simultaneous voice conversations. VirtualUSA SIP Business Trunks also support the G.729a compression codec. However, calls completed using the G.711 compression codec generally have a higher mean opinion score when rating call quality and clarity. In addition, the G.168 echo cancellation codec is used to deliver the highest call quality achievable. The VirtualUSA SIP Business Trunks allow many Direct Inward Dial (DID) numbers to be assigned to each T-1 in order to support multiple devices per T-1 or pair of T-1s. The DID number assignment combined with the VirtualUSA SIP Business Trunks allows a “one-to-many” numbering scheme to flexibly manage your enterprise’s growing communications needs. Mitel NetSolutions SIP VirtualUSA Business Productivity Suite with Broadband Internet Access is designed to provide from 4 to 64 VirtualUSA SIP Business Trunks per location over either one to four T-1s of broadband Internet access service.

Included Local Numbers****

Each VirtualUSA SIP Business Trunk comes with one domestic U.S. phone number as a standard feature at no additional cost. These numbers can be allocated to existing numbers being ported or moved from an existing provider or to new numbers that are assigned to the VirtualUSA SIP Business Trunks.

Included Host Location Virtual USA Direct Inward Dial Number****

Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access includes one Direct Inward Dial (DID) Number associated with the host location’s primary geographic market. This allows callers in the host location’s primary geographic market to make free local calls to the Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access customer. Direct Inward Dial (DID) numbers are a range of numbers allocated by Mitel® NetSolutions and delivered to your PBX over the SIP Business Trunks service. As calls are presented to the PBX, the number the caller dialed is also given, so the PBX can route the call to the intended person or location within your organization. The one included DID number per VirtualUSA SIP Business Trunk includes any existing numbers being ported to the VirtualUSA SIP Business Trunk. Additional DID numbers can be provided at an additional monthly cost.

Outbound Voice Prioritization

Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access provides outbound prioritization of all voice traffic in order to ensure maximum throughput and reduced latency. By prioritizing voice traffic as it traverses the broadband Internet access, a higher mean opinion score, or call quality score, can be achieved in order to provide the maximum level of user satisfaction.



Bundled AnyDistance USA Usage Minutes* ^

Each Mitel NetSolutions VirtualUSA SIP Business Trunk with Broadband Internet Access includes 2500 AnyDistance USA minutes per month. The 2500 Bundled VirtualUSA AnyDistance minutes will be applied to the first 2500 outbound local, intrastate or U.S. interstate long distance minutes per month of usage. Toll free usage is excluded from the included bundled minutes. Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access minutes of usage can be aggregated over the total number of VirtualUSA SIP Business Trunks which are included in the same trunk group using the same billed telephone number or screening number.

Use of an On-Site Ingate SIParator SIP Proxy and Registration Device or Ingate SIP Aware Firewall with 8-5 NBD Replacement Guarantee

The Ingate SIParator is a device that connects to an existing network firewall to seamlessly enable SIP communications. While traditional firewalls block SIP traffic – including mission critical applications like Voice over Internet Protocol (VoIP) – the SIParator resolves this problem, working in tandem with your current security solutions. Ingate Firewalls are the world's first fully SIP-capable enterprise firewalls, bringing SIP-communications including VoIP, presence, instant messaging (IM) and conferencing securely to the enterprise Local Area Network (LAN). All Mitel NetSolutions-provided network access devices and firewalls include a next business day replacement guarantee in the case of failure and basic support from Mitel NetSolutions Service Management Center.

D Data Channel Data Stream Equivalent Included

Mitel NetSolutions VirtualUSA SIP Business Trunks with Broadband Internet Access uses Session Initiation Protocol (SIP) to carry signaling and call control for the VirtualUSA SIP Business Trunks. SIP is an application layer control for VoIP as outlined in RFC 3261 issued by the IETF. This data stream will deliver inbound and outbound caller identification data as well as the Session Description Protocol which provides a description of the media content being delivered including the codec being used, etc.

Online Billing

Enjoy the flexibility to retrieve real-time call data before it has been invoiced, view invoices online, generate usage summaries, user reports, NPA/NXX reporting, etc. Mitel NetSolutions online billing provides powerful online tools to review, analyze and generate reports for Mitel NetSolutions end-user customers.



Primary Directory Listing

Each Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access customer receives one primary directory listing for the major white pages directory in the customer's region. This primary directory listing is presented in the standard format available in each local market.

Local Number Portability***

Local Number Portability (LNP) allows businesses to switch local service providers and retain their existing local telephone numbers. This service is subject to rate center assignments of the existing numbers.

Included Domestic U.S. Calling Card Minutes

30 Mitel NetSolutions travel card minutes are included in the SIP package with additional minutes available for an added monthly charge. Travel card minutes offer companies full-featured and economical "out-of-office" calling power and world-class productivity features for travelers, mobile

employees or staff working from home or remote offices. Enjoy attractive rates for calls within the U.S., as well as calls from the U.S. to other countries or international calls.

Bundled Monthly On Demand Audio Conferencing Minutes

On Demand Audio Conferencing gives you the freedom and flexibility to host impromptu audio conferences (up to 20 participants) at any time, without advance scheduling or making reservations. Priced on a per-minute/per-participant basis, each authorized user on your account gets an On Demand card with a permanent dial-in number, URL and activation PIN code. On Demand provides truly advantageous services such as cost-code accounting, security lock and comprehensive reporting. Calls are billed at an initial 10 minute increment per participant per call and subsequent one minute increments. Each location served by the Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access will

receive 60 minutes per month of On Demand Audio Conferencing for participants in the domestic U.S. at no additional cost.

WebDemo Basic Web Presentation License

Mitel NetSolutions WebDemo Presentation Software allows you to access basic Web presentation tools to host up to five attendees in a Web presentation/collaboration session. WebDemo features the ability to deliver presentations, share desktops, share applications, whiteboard and collaborate in real-time. Featuring Outlook integration, 128 bit AES encryption, and other helpful tools, a Mitel NetSolutions Hosted Web Conferencing WebDemo Basic Collaboration license provides robust functionality for basic collaboration. Each Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access customer receives one named user license to host up to five attendees in a WebDemo session as part of the service.

Inbound Caller ID Number**

Inbound Caller ID Number allows for the inbound delivery of a calling party's number to the Mitel NetSolutions subscriber. The inbound caller's telephone number can then be viewed on the display screen of the Mitel NetSolutions customer's Calling Line Identification (CLI) enabled/compatible customer premise equipment (CPE) and interact with CLI-enabled software applications, etc. The receipt of Inbound Caller ID Number is based on the information sent from the calling party across the public switched telephone network and not guaranteed by Mitel NetSolutions.

Outbound Caller ID Number**

Outbound Caller ID number service enables the outbound delivery of the number associated with the telephone number of the customer to be delivered to the called party. The caller's telephone number can be viewed on the display screen of the called party's Calling Line Identification (CLI) enabled/compatible customer premise equipment (CPE). The ultimate receipt and delivery of any Caller ID feature is dependent upon the public switched telephone network and not guaranteed by Mitel NetSolutions.

Toll Free Number

A Primary Toll Free Number delivers one toll free number at no additional cost to Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access customers to deliver interstate and intrastate inbound toll free calls to the Mitel NetSolutions VirtualUSA SIP Business Trunk. A Primary Toll Free Number allows customers to be reached by their customers, suppliers and other constituents at no cost to the calling party. Additional toll free numbers can be added at an affordable monthly cost.

Affordable cost per minute for additional AnyDistance USA Usage Minutes*^^

For all local, long distance or toll free calls that originate from or terminate to the Mitel NetSolutions SIP Business Trunks that are in excess of the bundled long distance minutes, Mitel NetSolutions provides an affordable, flat rate, cost per minute. The a la carte rate for monthly minutes used in excess of the bundled SIP Business Trunks minutes of interstate and intrastate calling is four cents (\$0.04) per minute for calls that originate or terminate from the VirtualUSA SIP Business Trunks. For all calls that originate or terminate on the Mitel NetSolutions customer account from other local lines not associated with the physical VirtualUSA SIP Business Trunks, the cost per minute will be billed at the standard, affordable Mitel NetSolutions Switched Long Distance rates.

Discounted International Long Distance Minutes

For international long distance calls that originate from the VirtualUSA SIP Business Trunks, Mitel NetSolutions provides a flat rate discount of 25% off our standard Switched International Long Distance rates. For all calls that originate or terminate on the Mitel NetSolutions customer account from other local lines not associated with the physical Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access trunks, the cost per minute will be billed at the standard, affordable Mitel NetSolutions Switched International Long Distance rates.

Affordable cost per minute for additional On Demand Audio Conferencing Minutes

For On Demand Audio Conferencing Minutes that are in excess of the included minutes, Mitel NetSolutions provides an affordable, flat rate, cost per minute. The a la carte rate for monthly minutes used in excess of included On Demand Audio Conferencing minutes is 10 cents (\$0.10) per minute for calls that originate or terminate from the domestic U.S.

E-911 Service

Enhanced 911 (E-911) is an advanced form of 911 service that provides emergency service access to Mitel NetSolutions customers. Mitel NetSolutions E-911 service provides emergency responders with the primary address associated with the VirtualUSA SIP Business Trunks service from where the outbound 911 call is placed. Please refer to the *Mitel NetSolutions E-911 Guidelines, Terms and Conditions* associated with the VirtualUSA SIP Productivity Suite for additional information.

900/976 Blocking

Mitel NetSolutions blocks all 900/976 calling from end-user business customers.

Telephone Number Assignment

Mitel NetSolutions provides telephone number (TN) assignment, including customer-selected numbers when available.

Directory Assistance^^^

Local Directory Assistance allows the end-user to receive telephone number information. There is a per-call charge associated with this feature.

OPTIONAL FEATURES

- Additional Host VirtualUSA DID Numbers
- Remote Market VirtualUSA DID Numbers
- Toll Free Numbers
- Extended Market Direct Inward Dial Number
- Business Continuity Routing
- WebFax
- Inbound Caller ID Name
- Paper Bill Instead of Online Bill
- Additional Directory Listings
- Intelligent Network Operations Center Network Management and Monitoring
- Additional Discounted AnyDistance USA Minute Blocks
- Additional Discounted On Demand Audio Conferencing Minute Blocks
- Additional Discounted Domestic U.S. Long Distance Travel Card Minute Blocks
- Upgraded Web Conferencing & Collaboration Options

Optional Features

Additional Host VirtualUSA DID Numbers

Additional DID numbers can be added for a nominal monthly charge of \$1 per local number. This provides the flexibility of assigning DID numbers to many devices that will be supported over your VirtualUSA SIP Business Trunks delivered over your 1.5MB to 6.0MB Mitel NetSolutions Broadband Internet Access connection.

Remote Market VirtualUSA DID Numbers

Remote Market VirtualUSA DID numbers allow you to establish a centralized point of call control and route inbound call traffic from remote locations to your centralized call control software in order to provide features and flexibility to remote locations that otherwise may only be available at a corporate or hub location. Callers dialing from the remote markets where the central call processing is not resident are routed via a local call to your centralized call management system and then routed by your Mitel Communications software to the appropriate final destination. Remote Market VirtualUSA DID numbers enable true centralization and provide unified communications efficiencies otherwise not available in a distributed communications environment. All calls originating or terminating from a Remote Market VirtualUSA DID will bill based on the business telephone number (BTN) assigned to the VirtualUSA SIP Business Trunks at the host location.

Toll Free Numbers

Toll free numbers are available for \$3.95 per month each, giving the flexibility to assign unique toll free numbers to specific departments, marketing campaigns or ring-to phone numbers.

Extended Market Direct Inward Dial Number

A Mitel NetSolutions VirtualUSA SIP Productivity Suite with Broadband Internet Access Extended Market Direct Inward Dial Number allows customers to deploy a local phone number from a remote market in which they are not physically located to achieve a local market presence and reach customers without using a traditional toll free number. The Extended Market Direct Inward Dial Number routes inbound calls from the remote market to the physical location of the Mitel NetSolutions customer using long distance minutes from the VirtualUSA SIP Trunks but with the convenience of local number dialing for the calling party.

Business Continuity Routing

Business Continuity Routing provides for the pre-planned ability to route calls from one service number to another in the case of a network outage or service interruption. Business Continuity Routing provides peace of mind in the case of a disaster recovery or significant network event, so your business can execute a pre-ordained routing plan that will redirect inbound call traffic to another designated location.

WebFax

Mitel NetSolutions WebFax is the affordable and convenient hosted alternative to traditional fax service that will help you increase your productivity and improve your mobility while conserving natural resources. This powerful productivity tool assists in unifying your communications and allows access to your important fax communications from any Web connected computing device. Your WebFax Service provides the convenience and flexibility unavailable with traditional fax systems without the cost and hassle of maintaining extra phone lines and fax machines.

Inbound Caller ID Name

Inbound Caller ID Name (CNAM) allows for the inbound delivery of a calling party's name to the Mitel NetSolutions subscriber. Based on the data presented from the inbound service originator the inbound caller's name can then be viewed on the display screen of the Mitel NetSolutions customer's CNAM enabled/compatible CPE and interact with CNAM-enabled software applications, etc. The receipt of Inbound Caller ID Name is based on the information delivered from the calling party across the public switched telephone network.

Paper Bill Instead of Online Bill

While online bill is a powerful tool that provides usage analysis and other tools along with being environmentally friendly, some companies may require a Mitel NetSolutions generated paper invoice for audit or payment purposes. Select paper bill instead of online bill and you will continue to receive a traditional printed telecommunications invoice from Mitel NetSolutions.

Additional Directory Listings

Additional white page directory listings are available on an a la carte basis with the Mitel NetSolutions VirtualUSA SIP Business Trunk. Additional directory listings must be included at the time the original order is placed with Mitel NetSolutions at an additional cost of \$9.95 each per month.

Basic Intelligent Network Operations Center Network Management and Monitoring

Mitel NetSolutions Intelligent Network Operations Center (INOC) provides a customer-friendly Web portal to review and retrieve real-time and historical network performance statistics across a group of key management metrics. In addition, the Basic INOC service provides e-mail notification to the Mitel NetSolutions Service Management Center if any pre-established alarm

thresholds are breached or if there is a network event that is captured by the real-time monitoring of the INOC service. The Basic INOC service provides insights and actionable data points to your VirtualUSA SIP Business Trunks with Premium Broadband IP-VPN Internet Access 24/7/365 to help increase your uptime and overall network resiliency and reliability.

Additional Discounted AnyDistance USA Minute Blocks

In order to help manage your budget and provide affordable calling scaled to your needs, additional blocks of monthly flat rate minutes of usage can be added to the Mitel NetSolutions VirtualUSA SIP Business Trunks with Broadband Internet Access service. For all calls that originate or terminate on the Mitel NetSolutions customer account from other local lines not associated with the physical VirtualUSA SIP Business Trunks, the cost per minute will be billed at the standard, affordable, Mitel NetSolutions Switched Long Distance rates.

Additional Discounted On Demand Audio Conferencing Minute Blocks

In order to help manage your budget and provide affordable long distance calling scaled to your needs, additional blocks of monthly long distance minutes can be added to the VirtualUSA SIP Business Trunks service.

Additional Discounted Domestic U.S. Long Distance Travel Card Minute Blocks

In order to help manage your budget and provide affordable travel card calling scaled to your needs, additional blocks of flat rate interstate and intrastate monthly long distance minutes can be added.

Upgraded Web Conferencing & Collaboration Options

Mitel NetSolutions Hosted Web Conferencing (HWC) provides the ultimate in flexibility for Web and audio conferencing, with no reservations or advance plans required. The Mitel NetSolutions HWC product family gives you unprecedented ability to meet, conference, train and provide support across the Internet, without ever leaving your office. Mitel NetSolutions HWC is perfect for team meetings, weekly sales meetings, weekly client calls or other calls involving up to as many as 50 participants.

** Delivery or receipt of Caller ID Information is not guaranteed

*** Subject to rate center restrictions

**** Includes any existing numbers being ported to the Mitel NetSolutions service

^ Bundled Minutes apply only to calls that originate from or terminate to the Mitel NetSolutions VirtualUSA SIP Business Trunks main screening number

^^ Additional CPM rate applies to calls that originate (1+) or terminate (toll free) on the Mitel NetSolutions VirtualUSA SIP Business Trunks

^^^ Additional charges apply

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