

Covoda Presents IP Exchange Service

Since 2003 Covoda has been devising a way to make communications for the small business owners simple and cost effective. Our goal to give small businesses a competitive advantage by offering access to technology that could previously only be afforded by large corporations.

Now, through IP Exchange all of your communications problems are behind you. Simply outsource your communications to the experts at Covoda.

Every large company has an Information Technology or Communications department. Covoda wants to be your communications expert.

Covoda wants to work for you

What does IP Exchange Include:

- o Local Services
- o Long Distance Services
- o Telephone Equipment
- o Internet Access
- o Routers & Switches for Local Area Networking
- o Computers
- o Email & Web Site Hosting
- o IP Security Cameras
- o IP Door Locks



How can Covoda do it:

- o Avaya VOIP Technology
- o StateWide - Wide Area Network
- o Avaya Definity Switch technology and IP Phones
- o Kentrox QOS Routers
- o Cyberpath PoE Level 2 Switches
- o Certified Computer Support
- o Online Billing System
- o Over 75 Years of Communications Expertise

Advantages over the Competition:

- o Complete Communications Solution for one Monthly Rate
- o Guaranteed Voice Quality
- o Individual Telephone Numbers
- o Non Blocking Telephone Service - No Busy Signals Inbound and Outbound
- o No Equipment Maintenance
- o No Capital Expenses
- o Remote Access to Services (IP Softphone or Full Remote Access)(Optional)
- o Access to System Feature Upgrades
- o True Phone to PC Integration
- o Mobile Services Integration
- o Simplified and streamlined billing

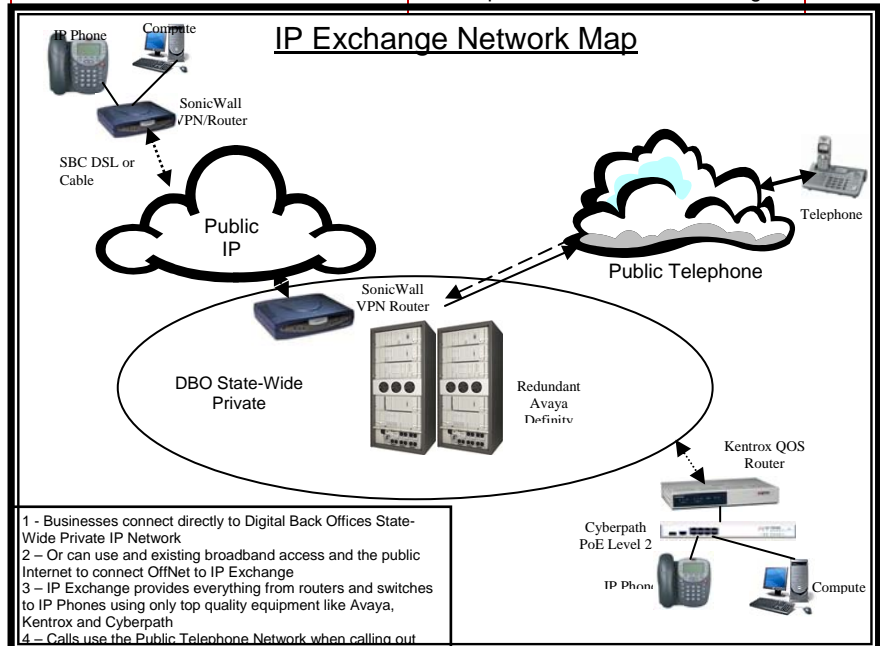
Other Service Features:

- o Unify Multiple Locations as One
- o Easy to Move Locations
- o Access Features and Options Anywhere
- o Emergency Backup and Disaster Recovery Options

Questions to Ask the Competition:

- o What is the Cost?
- o Do They Guarantee Voice Quality?
- o How Secure is Their Network?

Why Wait – CALL TODAY!!



IP Exchange Voice Services Common Features

<p><u>Voice System Features</u></p> <ul style="list-style-type: none"> o Main Telephone Number/Toll Free Numbers o Individual Telephone Numbers o Individual Station Numbers o Local, Long Distance & International Calling o Optional Call Coverage Options <ul style="list-style-type: none"> o Coverage Answer Groups o Call Pickup Groups o Call Forwarding o Extended Cellular Feature o Auto Attendant/Personal Voice Mail o Multi-Location Coverage o Optional Call Coverage Paths <ul style="list-style-type: none"> o Cover Answer Groups o Remote Answering Points o Auto Attendant o Calling Name/Caller ID o Conference Calling Service o Remote Access to Feature Activation o Station Classes of Service o System/Individual Music-on-Hold 	<p><u>Voice System Modular Messaging System Capabilities</u></p> <ul style="list-style-type: none"> o Auto Attendant Caller Applications o Individual Voice Mailboxes o Aria Voice Mail Interface o Integration with Microsoft Outlook o Personal Distribution Lists o Telephone User Interface o Off Line Access to Messages o Find Me/Follow Me Capabilities <p><u>Personal Voice Mail Feature</u></p> <ul style="list-style-type: none"> o No Answer, Please Hold For, Phone ID Greeting Messages o Away Messages o Optional Greetings for Busy or Don't Answer Calls o Message Send/Message Retrieval o Message Forwarding o Message Storage o Group Distribution Lists o Call Me/Find Me or Call Notification Features o Forward/Backward/Skip Message Functions o Message Date & Time Stamps
<p><u>IP Phones Available</u></p> <ul style="list-style-type: none"> o IP4602 – Limited Function Set o IP4610 – 10 Button Set o IP4620 – 20 Button Set o IP4621 – 20 Button Set w/Backlit Display o IP4625 – 20 Button Set w/Color Display o IP4630 – Full Color Display w/Touchscreen o IP4690 – Conference Phone o EU24 – Feature Button Expansion Module o IP Softphones <p><u>Accessories</u></p> <ul style="list-style-type: none"> o Wired Headsets o Wireless Headsets 	<p><u>Phone Hardware Features</u></p> <ul style="list-style-type: none"> o Display phones – Display Key Labeling o SoftKeys for Speed Dialing & Call Logging o High Quality Speakerphones o Phone Programming of Options <ul style="list-style-type: none"> o Feature Button Labeling o Distinctive Ringing o Display Controls o Separate Function Keys for <ul style="list-style-type: none"> o Headsets o Call Muting o Call Transfer o Conference Calling – Up to Five Parties o Conference Call Drop o Redial o Volume controls
<p><u>Common Station User Features</u></p> <ul style="list-style-type: none"> o 3 Line Appearances o Busy Light/Station Speed Dial o Voice Mail Access o Send Calls to VM o Transfer Calls to VM o Call Pickup Feature o Call Park Feature o Call Forwarding Activation o Extended Wireless Activation 	<p><u>Station User Features (cont'd)</u></p> <ul style="list-style-type: none"> o Station/Group Paging o Whisper Paging/Whisper Page ACK o Bridged Station Appearance o Flexible Caller ID o Flexible Ringing by Line <p><u>Faxing</u></p> <ul style="list-style-type: none"> o Incoming Faxes sent to Email account

Network Features

<ul style="list-style-type: none"> o Multiple Bandwidth Access Options Available o Private Statewide Wide Area Network o Business Class Reliability o 24 x 7 Proactive Network Monitoring o Network Firewall & Security Standard o Multi-Location Networking o Public IP Access for Applications o Domain Name, Email and Web Hosting Services 	<p><u>Premise Hardware Provided</u></p> <ul style="list-style-type: none"> o KENTROX/Cisco Routers providing QOS and Remote Administration/Monitoring Access o PoE Level 2 Switches used for QOS, PC and IP Phone LAN connectivity o Certified CAT5 Wiring
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