

| FEATURE                             | FUNCTION   | BENEFITS   |
|-------------------------------------|--|--|
| <b>AUTO ATTENDANT</b>               | A recorded message that greets callers and allows them to select the appropriate extension or ring group.  | <ul style="list-style-type: none"> <li>• Make your small business seem big.</li> <li>• Customers can direct themselves to the appropriate extension without requiring assistance.</li> <li>• Increase efficiency and eliminate costs by automatically answering basic questions (hours of operation, location, etc.).</li> <li>• Answer calls professionally 24 hours a day.</li> </ul>  |
| <b>AUTO FAX DETECTION</b>           | Automatically routes incoming faxes to a fax machine.  | <ul style="list-style-type: none"> <li>• Save money by eliminating the need for a dedicated fax line.</li> </ul>   |
| <b>AUTOMATIC HOTLINE CALLING</b>    | Automatically dial a set number when a specific phone is picked up   | <ul style="list-style-type: none"> <li>• Perfect for door phones, hospitality “house” phones or courtesy phones that call a taxi.</li> </ul>   |
| <b>AUTOMATIC ROUTE SELECTION</b>    | Automatically route specific types of calls over specific lines.   | <ul style="list-style-type: none"> <li>• Save money by routing long distance calls to the lines with the best rates (e.g. your VoIP trunk rather than your traditional line).</li> </ul>   |
| <b>CALL BACK/CALL BRIDGE</b>        | TalkSwitch gives you access to your office-based long distance savings plan from anywhere.   | <ul style="list-style-type: none"> <li>• Save significantly on long distance calls from remote locations.</li> <li>• No roaming, hotel or other charges.</li> </ul>  |
| <b>CALL CASCADE</b>                 | Route calls to a series of extensions or ring groups.  | <ul style="list-style-type: none"> <li>• Ensure that all your incoming calls are answered.</li> <li>• Define and set your own call cascade. If you’re away from your desk, calls can be set to ring other extensions or cell phones before being sent to voicemail.</li> </ul>   |
| <b>CALL DETAIL RECORD LOGGING</b>   | Track the calls that go through your system with information such as call length, line usage, wait times and all transfers or holds that happen to a call. | <ul style="list-style-type: none"> <li>• Improve efficiency by analyzing average call wait times, amount of time you spend on the phone with your customers, total line usage per day and more.</li> <li>• Get a complete history of everything that happens to each call.</li> <li>• Import your call data into a spreadsheet for simple analysis.</li> <li>• Integrate with TalkSwitch Call Reporting software for easy, sophisticated, customized reports.</li> </ul> |
| <b>CALL FORWARD</b>                 | Send calls out to a different location when you are away from the office.  | <ul style="list-style-type: none"> <li>• Have calls routed to where you can be reached.</li> <li>• Eliminate the need for costly telephone company service.</li> </ul>   |
| <b>CALL PARK</b>                    | Place a caller on hold to be retrieved anywhere at any phone in the office.  | <ul style="list-style-type: none"> <li>• Retrieve parked calls from any extension.</li> </ul>  |
| <b>CALL QUEUE</b>                   | Calls can be put into a first-in, first-out priority queue.  | <ul style="list-style-type: none"> <li>• Allow employees to manage multiple inbound calls.</li> <li>• Give callers the option to remain in the queue, or leave a voicemail message.</li> </ul>   |
| <b>CALL SCREENING</b>               | Tells you who’s calling.   | <ul style="list-style-type: none"> <li>• Conveniently choose who you want to talk to and who you want to send to voicemail even if you don’t have caller display.</li> </ul>   |
| <b>CALL WAITING</b>                 | If another call comes in while you’re on the phone, you are notified and the caller ID is displayed. You can easily toggle between calls.                  | <ul style="list-style-type: none"> <li>• Stay connected when an incoming call is critical.</li> </ul>  |
| <b>CALLER-ID-BASED CALL ROUTING</b> | Handle calls differently based on where they come from.  | <ul style="list-style-type: none"> <li>• Ensure critical calls get instant access, and telemarketers don’t.</li> </ul>   |

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| <b>CONFERENCE CALL</b>                              | Connect up to 3 parties on one call.   | <ul style="list-style-type: none"> <li>• Save money by eliminating the need for conference call functionality from a telephone company.</li> </ul>   |
| <b>FREE SOFTWARE UPGRADES</b>                       | Keeps your configuration software up to date for free.   | <ul style="list-style-type: none"> <li>• Get great new features for free.</li> </ul>   |
| <b>HUNT GROUP BALANCING AND OVERFLOW</b>            | Ensure that your outgoing calls find and use phone lines in the best way possible for your business.                                 | <ul style="list-style-type: none"> <li>• Save money and ensure optimum access to outside lines.</li> </ul>   |
| <b>DIAL-BY-NAME DIRECTORY</b>                       | An automated directory that allows a caller to find extensions.  | <ul style="list-style-type: none"> <li>• Better utilize your resources by allowing callers to locate an extension without requiring assistance.</li> </ul>   |
| <b>DISTINCTIVE RING</b>                             | Support for phone company distinctive ring and assignment of different ring patterns at extensions.                                  | <ul style="list-style-type: none"> <li>• Answer incoming calls from two numbers with different call handling on one phone line.</li> <li>• Identify different kinds of calls to extensions with distinct ring tones.</li> </ul>  |
| <b>EASY SET-UP</b>                                  | Simple, standard wiring requirements and configuration software for trouble-free, do-it-yourself installation and administration.    | <ul style="list-style-type: none"> <li>• Save time and money by performing setup and changes without expensive technician visits or dedicated support staff.</li> <li>• No experience necessary to configure, make changes, or to move an employee from one office to another.</li> </ul>  |
| <b>INTERCOM</b>                                     | Inter-office phone to phone calling.   | <ul style="list-style-type: none"> <li>• Communicate with co-workers through the phone system without using a phone line.</li> </ul>   |
| <b>LINE APPEARANCE</b>                              | Shows which lines are busy and which are free. Exclusively available on TalkSwitch IP phones.  | <ul style="list-style-type: none"> <li>• Functions just like a key system.</li> <li>• Monitor and engage lines, extensions or queues.</li> <li>• Fully configurable: choose which lines will appear.</li> </ul>  |
| <b>MODE SCHEDULING</b>                              | Handle incoming calls differently at different times, on different days of the week or on holidays.                                  | <ul style="list-style-type: none"> <li>• Provide your customers with basic information even if you're closed (hours, emergency contact, etc.).</li> <li>• Project a professional image.</li> </ul>   |
| <b>MUSIC ON HOLD</b>                                | Callers listen to music/advertisements when being transferred or on hold.  | <ul style="list-style-type: none"> <li>• Enhance your professional image and sound like a larger company by promoting your business while people wait.</li> <li>• Ensure that your callers don't hear "dead air" or endless ringing.</li> <li>• Advertise current promotions while people wait.</li> </ul>   |
| <b>MULTILINGUAL</b>                                 | Choose English, French or Spanish configuration software and prompts for each extension and auto attendant.                          | <ul style="list-style-type: none"> <li>• Customers and employees communicate in their language of choice, even in multilingual offices.</li> </ul>   |
| <b>PHONE FREEDOM</b>                                | Works with standard analog phones and selected IP phones.  | <ul style="list-style-type: none"> <li>• Save money by not having to purchase new phones.</li> <li>• If a phone works in your house, it will work with our system.</li> <li>• Get extended features with IP phones.</li> </ul>   |
| <b>PUBLIC ANNOUNCEMENT</b>                          | Make announcements to your staff or customers through your PA system or your TalkSwitch telephones.                                  | <ul style="list-style-type: none"> <li>• Communicate messages to all your staff and customers quickly, easily, and professionally.</li> <li>• Paging can be done from any phone connected to the system.</li> </ul>  |
| <b>REMOTE EXTENSIONS AND EXTERNAL IP EXTENSIONS</b> | <p>Integrates any offsite or mobile telephone as an extension of the system.</p> <p>External IP phones function just like local.</p> | <ul style="list-style-type: none"> <li>• Keep your staff connected by ensuring they seamlessly receive their calls when on the road or offsite.</li> <li>• One number dialing — callers can reach mobile workers or teleworkers by calling the main office number.</li> <li>• Receive, transfer and screen calls from a cell or home phone.</li> </ul> |

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| <b>REMOTE MANAGEMENT AND CONFIGURATION</b> | Make changes to your system anytime from anywhere.   | <ul style="list-style-type: none"> <li>• Any change you can do in your office can be done just as easily from another location.</li> <li>• Increase efficiency by centralizing the management of systems located in different offices.</li> <li>• Ideal solution where IT support is external to the company.</li> </ul>   |
| <b>REMOTE VOICEMAIL ACCESS</b>             | Password-protected access to voicemail.  | <ul style="list-style-type: none"> <li>• Access your voicemail at any time, from any phone, anywhere.</li> </ul>   |
| <b>SYSTEM SPEED DIALS</b>                  | Store up to 100 numbers on your system for system-wide speed dialing.                        | <ul style="list-style-type: none"> <li>• Fast access to critical contacts throughout the company.</li> </ul>   |
| <b>RING GROUPS</b>                         | Have multiple extensions in a specific department ring at the same time.                     | <ul style="list-style-type: none"> <li>• Allows any available representative to answer a call. All phones in a group will ring. The first person to answer takes the call.</li> </ul>  |
| <b>TOLL RESTRICTION</b>                    | Block unauthorized calls from being placed by extensions.                                    | <ul style="list-style-type: none"> <li>• Prevent unauthorized call charges by specifying the extensions that can make long-distance calls.</li> </ul>  |
| <b>VOICEMAIL</b>                           | Built-in voice messaging.  | <ul style="list-style-type: none"> <li>• Save money by eliminating the need for a voice message service from a telephone company.</li> </ul>   |
| <b>VOICEMAIL TO E-MAIL</b>                 | Delivers notifications and even audio files of your voicemail messages to your e-mail inbox. | <ul style="list-style-type: none"> <li>• Save time with one-click access to your messages as well as simple storing and sorting capabilities.</li> <li>• See who left a message and its length from your inbox.</li> <li>• Get notifications of new voicemail even when you're not near your phone.</li> <li>• Forward messages to people outside the phone system.</li> </ul> |
| <b>VOIP ENABLED</b>                        | Ability to place phone calls over the Internet (not available on all models).                | <ul style="list-style-type: none"> <li>• Save money by eliminating long distance charges from telephone companies for branch-to-branch calls.</li> <li>• Save money by optimizing usage of phone lines and broadband Internet connections.</li> <li>• Use VoIP services for inexpensive long distance calls.</li> </ul>  |



#### About TalkSwitch

TalkSwitch® designs and develops award-winning phone systems for small, multi-location and franchise businesses. Since its establishment in 1990, TalkSwitch has dedicated itself to developing PBXs and IP PBXs that tens of thousands of small businesses across North America rely on. With a growing global network of resellers, distributors and partners, TalkSwitch phones and phone systems are changing the way small businesses communicate. For more information, please visit our website at [www.talkswitch.com](http://www.talkswitch.com), or call us toll free in North America at 1.888.332.9322. In all other markets call +1.613.725.2980.

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