



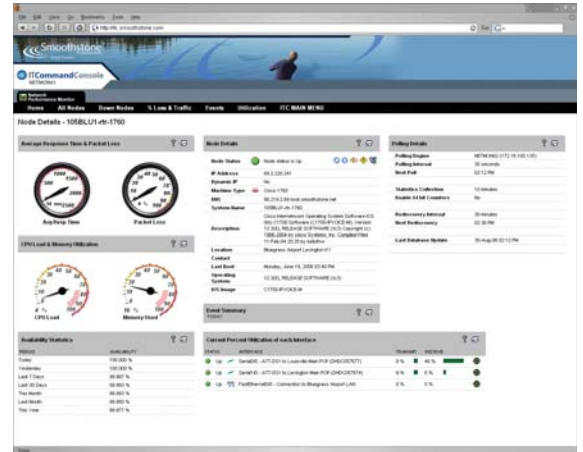
Smoothstone**COMPLETE** is a **top-to-bottom**, all-inclusive, fully managed IP to desktops, enterprise-class suite of communications solutions. It is supported by Smoothstone's unsurpassed, **end-to-end**, fully managed client service and delivered with **front-to-back**, totally transparent network visibility, through a unique-to-the-industry, **NetStalk™** Web portal. Smoothstone**COMPLETE** consists of:

A Smoothstone**CONNECT**[™] IP connection, with the following features included:

- Global IP Connect[™] (Managed WAN for multiple locations)
- Internet Access
- Application Layer Prioritization
- Managed Router
- NetStalk

Also Available:

- Managed Firewall
- NetStalk[™] Enterprise (Server level WAN/LAN management via NetStalk)



A Smoothstone **Fully Managed IP to Desktops** VoIP solution, includes the following features:

1. Smoothstone IP Phones
2. Smoothstone Softphone
3. Smoothstone's All-Inclusive Voice Plan
 - Direct Inward Dial (DID)
 - Unlimited Local Calling (Local dialing rules preserved)
 - Unlimited, 4-Digit, OnNet[™] Calling
 - International Long Distance
4. Built-In Fault Tolerance (Call routing based on network and user availability)
5. Pinpoint E911 Compliance
6. Conference Calling (Ad hoc via user handsets)
7. Customized Integrated Voice Response (IVR)
8. Customized Automated Call Distribution (ACD)
9. VoiceStalk[™] Call Reporting (Viewable via a customized IT Command! Console)
10. Advanced Call Management Features:
 - Call transferring, forwarding, on hold, parking and pickup
 - Customized call handling based on caller's phone number and/or time of day
 - Remote control of phone via Web browser
 - Caller ID with call history and call directory

Also Available:

- Enhanced Integrated Voice Response (E-IVR)
- Enhanced Automated Call Distribution (E-ACD)
- Call Recording (User-initiated via handset or system-based)



Unified Messaging Solutions:

- Voicemail (With Voice Emails feature)
- Email
- DirecFax™ (Inbound Faxes as Emails feature)

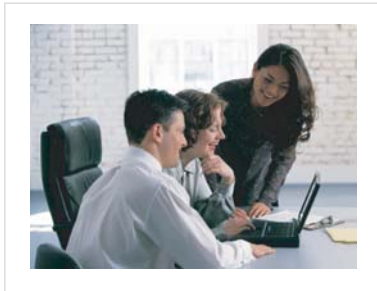
Options:

- SPAM & Virus Filtering
- eStalk™ (Email content management)
- DirecFaxOut™ (Outbound faxing from desktop)



Group Collaboration Solutions:

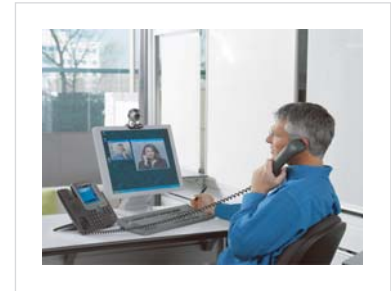
- Conference Calling Center (Via Web portal)
- Conference Calling Center (Via handset)
- Video Conferencing



Conference Calling Center
(Via Web portal)



Conference Calling Center
(Via handset)



Video Conferencing