

## Overcome the greatest weakness of cloud-based or “virtual” phone systems – the Internet

FirstLight’s Virtual PBX (“vPBX”) is a cloud-based unified communications offering that eliminates the need to purchase and maintain your own PBX system.

Unlike most Virtual PBX systems that rely on third-party Internet connections, the FirstLight vPBX service is provided exclusively via a private, dedicated Ethernet connection on FirstLight’s own fiber optic network, enabling the appropriate service level to ensure excellent call and voice quality without impacting your other Internet and data services.

Unlike many providers who require you to purchase lines and handsets on a one-for-one basis, FirstLight’s Virtual PBX service allows you to order the number of call paths or “phone lines” that you need separately from the number of handsets, which allows you to optimize your costs.



## Features

Virtual PBX service from FirstLight bundles unlimited local and domestic long-distance calling with feature-rich functionality including:

- **Auto Attendant:** with menus customized to specific needs such as single-digit routing or dial-by-name directory
- **Call Accounting:** see call lists for dialed numbers, received calls and missed calls with time, date and duration
- **Call Forwarding:** redirect calls to another phone number or voicemail when the line is busy, when there is no answer or unconditionally
- **Call Recording**
- **Call Waiting**
- **Find Me/Follow Me:** specify a list of numbers that will be alerted simultaneously or sequentially for an incoming call
- **Conference Bridge:** built in ‘Meet Me’ Conference bridge
- **Voice Mail:** play and view voicemail messages online; voicemail-to-email
- **Browser based Personal Communications Portal:** end users can access voicemail, change feature settings, configure their own handsets and more
- **Browser-based administrative interface**

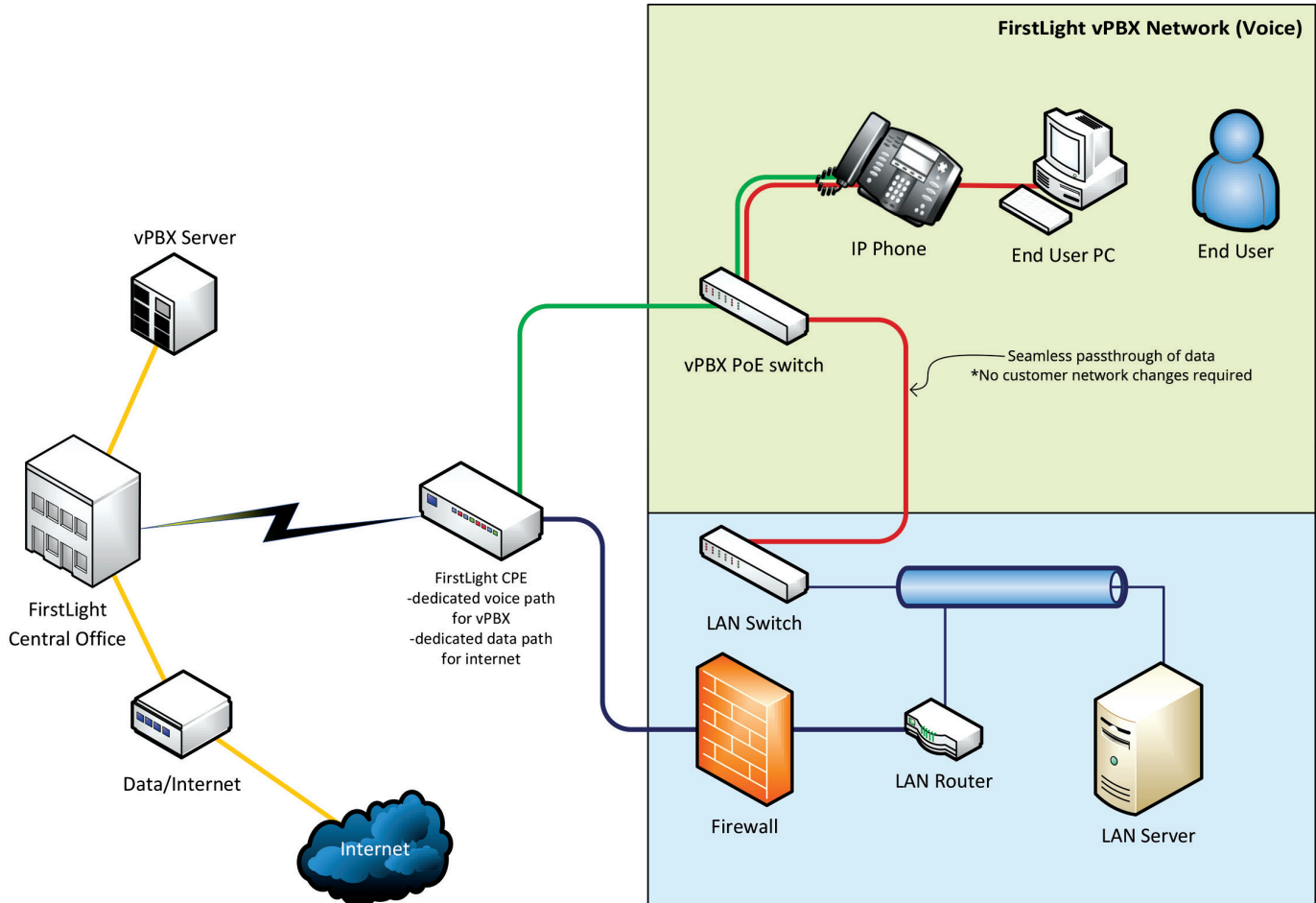
## Getting Started with FirstLight’s vPBX is as Easy as 1, 2, 3

1. FirstLight will do an audit of your network and tailor a solution appropriate for your needs
2. You select the type and quantity of phones
3. FirstLight implements a cloud-based vPBX solution ready for your use

## Benefits

- **Cost Effective** – Eliminates PBX equipment upgrade and maintenance charges
- **Full Featured** – A rich set of features comes standard, ensuring you have the phone system capabilities your business needs today and into the future
- **Flexible** – FirstLight’s vPBX service can work with multiple handset types and supports custom configurations
- **Scalable** – Order the number of lines you need to support your operations today with the assurance that the network can expand as your business grows

## Typical FirstLight vPBX Configuration



Our Virtual PBX system works with multiple types of phones including SoundPoint IP telephones from Polycom available for purchase or lease.

24 month and 36 month lease plans include maintenance and \$1.00 buyout option. Terminal adapters are also available for analog devices such as fax machines.