



## Why TeleSphere

TeleSphere is the next step in providing phone and Internet service to businesses throughout the United States. The company offers small, medium and large businesses a simple, flexible, and powerful voice and data solution at an affordable per-seat price. Through its cutting-edge technology, TeleSphere offers telecommunications features and services to the business masses that were once affordable to only large Fortune 500 companies.

## The TeleSphere Technology

TeleSphere currently offers a fully hosted voice telecommunications and data solution for telephony and currently provides services to customers in 44 states. By replacing the need for on-site equipment, TeleSphere's services allow companies to utilize a fully hosted Private Branch Exchange (PBX) and offer businesses with the latest phone and Internet services and business continuity and disaster recovery capabilities without the need and cost for businesses to purchase their own on-site PBX.

Services include IP voice calling both locally and through long-distance service. The service is offered through a private Multiprotocol Label Switching (MPLS) IP network, private Wide Area Network (WAN) services, high-speed data and Internet services, fully unified messaging features and fully hosted PBX services.

## Feature-Rich Capabilities

The state-of-the-art features offered by TeleSphere provide businesses with a smarter way of doing business. Traditionally, companies have had to hire multiple entities to set up and maintain their business telephone service – from the phone company to hiring a specialist to install and maintain a PBX system. But with TeleSphere, the company's infrastructure is maintained off-site, in a secure private location.

Because of TeleSphere's multimillion-dollar platform, organizations are able hook into a virtual private PBX for the whole country. The access to such technology

allows companies to have the latest telecommunications features and functionality without having to spend the \$20,000 to \$40,000 it would cost to build and maintain its own private system. In addition, TeleSphere uses private T1 connections or higher and operates a private connection, rather than operating through the public Internet like other VoIP providers do.

TeleSphere's robust technology opens the door to telephone features unprecedented to most businesses. Through its centrally hosted platform, organizations and their employees can tie into a secure Internet connection and access a variety of features, including:

- Unlimited local and long-distance calling provided by all of TeleSphere's solutions
- Privately dedicated IP connection
- Web click to dial capabilities allowing individuals to dial from Microsoft Outlook contacts and Web sites
- Visual voice mail to e-mail ability enabling individuals to access their voice mail from their inbox through .wav files
- Fax to e-mail, providing electronic access to sending and receiving faxes
- Individual per-seat pricing ranging from \$8.33 to \$49 per user/seat

### Business Continuity and Disaster Recover

Companies also have the safety and security of knowing they can remain connected to their clients and employees even during natural disasters or simple loss of power. This capability is made possible through TeleSphere's business continuity and disaster recovery capabilities.

Because TeleSphere's nationwide PBX services are housed in data hotels positioned in secure locations throughout the country, TeleSphere is able to keep companies connected during challenging times. Current TeleSphere client Warehouse 86 leveraged this service when its headquarters was hit by a tornado earlier this year and later devastated by a fire during cleanup. The 20,000-square-foot facility in Memphis, Tenn. was evacuated several hours prior to the tornado touching ground on Feb. 5, 2008. Six days later, a fire ignited as recovery crews cleared rubble. There was not a single injury or loss of life in either disaster.

"We didn't lose a single voice mail message and we literally lost no time between the tornado and business," said Joseph King, director of information technology.

Warehouse 86 was operating the very next morning and never lost connectivity with its clients thanks to TeleSphere disaster recovery capabilities like simultaneous ring and voice mail to e-mail.

### TeleSphere Saves Time and Money

TeleSphere's business model helps companies avoid the hefty start-up costs that often come with other more traditional VoIP service providers. Whether it's a brand new company, moving to a new location or just looking for more powerful capabilities, TeleSphere has the solution. In addition, TeleSphere provides all of the equipment and services with one simple flat fee for all seats. There are no additional maintenance contracts, eliminating any surprises. Included in the monthly per-seat price is the latest software upgrades and free equipment replacement.

TeleSphere employs a team of engineers available 24 hours a day, 7 days a week, to make needed changes to monitor and adjust voice and data services for its customers. TeleSphere customers have ultimate customer service without the additional costs of adding outside resources for telecommunications maintenance.

With TeleSphere's solution, customers are not limited to the number of channels available on traditional circuit-switched networks, but rather by the bandwidth available. This gives organizations the ability to handle peak periods better and run converged services of voice, video, and data with packet prioritization, ensuring the quality of service necessary to make better use of a single, managed network infrastructure.

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