



MITEL

NetSolutions® SIP Business Trunks with Broadband Internet Access

Standard Features

Reliable Transport Method

SIP Business Trunks with Broadband Internet Access are delivered via reliable T-1 level service. Both the SIP Business Trunks with the Basic Internet Access bundle and the Premium IP-VPN Access Bundle are delivered over Business Class T-1 Service. Both basic and premium service types are available with either 1.5MB of Internet access delivered over one T-1 or 3MB of Internet access delivered over two T-1s.

Flexible Number of Voice Lines per T-1

SIP Business Trunks use the G.711a codec to deliver from 6 to 16 voice call paths per broadband Internet access T-1. This allows each T-1 to support 16 simultaneous voice conversations over each T-1. SIP

Business Trunks also support the G.729a compression codec. However, calls completed using the G.711 compression codec generally have a higher mean opinion score when rating call quality and clarity. In addition, the G.168 echo cancellation codec is used to deliver the highest call quality achievable. The SIP Business Trunks allow many Direct Inward Dial (DID) numbers to be assigned to each T-1 in order to support multiple devices per T-1 or pair of T-1s. The DID number assignment combined with the SIP Business Trunks allows a "one-to-many" numbering scheme to flexibly manage your enterprise's growing communications needs.

STANDARD FEATURES

- Reliable Transport Method
- Flexible Number of Voice Lines per T-1
- Included Local Numbers****
- Supports Direct Inward Dial Number
- D Data Channel Data Stream Equivalent Included
- Unlimited Local Minutes
- Included Outbound Domestic Interstate and Intrastate Long Distance Minutes*^
- Affordable cost per minute for a la carte 1+ and Toll Free Domestic Interstate and Intrastate Long Distance Minutes*^^
- Discounted International Long Distance Minutes
- Outbound Caller ID Name & Number**
- Inbound Caller ID Name & Number**
- 900/976 Blocking
- E-911 Service
- Local Number Portability***
- Telephone Number Assignment
- Affordable cost per minute for additional a la carte On Demand Audio Conferencing Minutes
- Directory Assistance^^^
- Mitel® NetSolutions® SIP Business Trunks Primary Directory Listing
- Travel Card
- Included Monthly Travel Card Minutes
- Included Monthly On Demand Audio Conferencing Minutes
- Online Billing
- Included VoIP Multiservice Access Gateway Device
- Mitel NetSolutions SIP Business Trunks with Premium Broadband IP-VPN Internet Access

Included Local Numbers****

Each SIP Business Trunk comes with one local number as a standard feature at no additional cost. These numbers can be allocated to existing numbers being ported or moved from an existing provider in the same rate zone or to new numbers that are assigned to the SIP Business Trunks.

Supports Direct Inward Dial Number

Direct Inward Dial (DID) numbers are a range of numbers allocated by Mitel® NetSolutions and delivered to your PBX over the SIP Business Trunks service. As calls are presented to the PBX, the number the caller dialed is also given, so the PBX can route the call to the intended person or location within your organization. The one included DID number per SIP Business Trunk includes any existing numbers being ported to the Mitel NetSolutions SIP Business Trunk. Additional DID numbers can be provided at an additional monthly cost.

D Data Channel Data Stream Equivalent Included

SIP Business Trunks use Session Initiation Protocol (SIP) to carry signaling and call control for the SIP Business Trunks. SIP is an application layer control for VoIP as outlined in RFC 3261 issued by the IETF. This data stream will deliver inbound and outbound caller identification data as well as the Session Description Protocol which provides a description of the media content being delivered including the codec being used, etc.

Unlimited Local Minutes

The SIP Business Trunks service includes unlimited local calling minutes. In the defined local service area, the end user customer can initiate and receive an unlimited number of direct dialed local calls without incurring additional monthly costs.

Included Outbound Domestic Interstate and Intrastate Long Distance Minutes*^

Each SIP Business Trunk includes 500 minutes per month of interstate and intrastate long distance to the domestic United States. These minutes are applied to the first minutes of 1+ interstate and intrastate long distance used each month. The SIP Business Trunks long distance minutes can be aggregated over the total number of SIP Business Trunks at each location which are included in the same trunk group using the same billed telephone number or screening number.



Affordable cost per minute for a la carte 1+ and Toll Free Domestic Interstate and Intrastate Long Distance Minutes*^^

For interstate and intrastate long distance calls that originate from (1+) or terminate to (toll free) the Mitel NetSolutions SIP Business Trunks that are in excess of the bundled long distance minutes, Mitel NetSolutions provides an affordable, flat rate, cost per minute. The a la carte rate for monthly minutes used in excess of the bundled SIP Business Trunks bundled minutes of interstate and intrastate calling is five cents (\$0.05) per minute for calls that originate or terminate from the SIP Business Trunks. For all calls that originate or terminate on the Mitel NetSolutions customer account from other local lines not associated with the physical SIP Business Trunks with Broadband Internet Access, the cost per minute will be billed at the standard, affordable, Mitel NetSolutions switched long distance rates.

Discounted International Long Distance Minutes

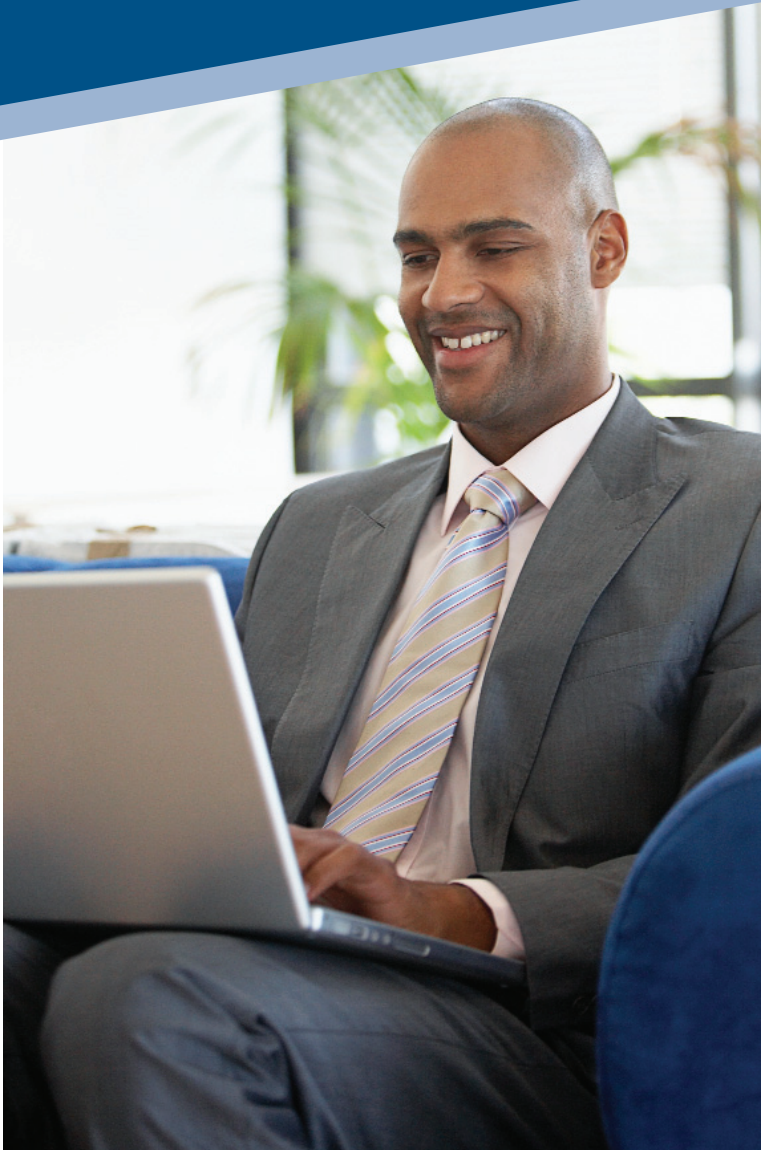
For international long distance calls that originate from the SIP Business Trunks, Mitel NetSolutions provides a flat rate discount of 20% off our standard Switched International Long Distance rates. For all calls that originate or terminate on the Mitel NetSolutions customer account from other local lines not associated with the physical SIP Business Trunks with Broadband Internet Access, the cost per minute will be billed at the standard, affordable, Mitel NetSolutions Switched International Long Distance rates.

Outbound Caller ID Name & Number**

Outbound Caller ID with Name (CNAM) service enables the outbound delivery of the name associated with the telephone number of the customer to be delivered (along with the telephone number) to the called party. The caller's telephone number and name can be viewed on the display screen of the called party's CNAM-enabled/compatible customer premise equipment (CPE). The ultimate receipt and delivery of any Caller ID feature is dependant upon the public switched telephone network and not guaranteed by Mitel NetSolutions.

Inbound Caller ID Name & Number**

Inbound Caller ID Name and Number allows for the inbound delivery of a calling party's number and the name associated with that number to the Mitel NetSolutions subscriber. The inbound caller's telephone number and name can then be viewed on the display screen of the Mitel NetSolutions customer's CNAM-enabled/compatible CPE and interact with CNAM-enabled software applications, etc. The receipt of Inbound Caller ID Name and Number is based on the information sent from the caller across the public switched telephone network. That data is then transported and delivered by all service providers that touch the call and the associated CNAM data stream in a hand-off that ends at the Mitel NetSolutions subscriber's CPE.



900/976 Blocking

Mitel NetSolutions blocks all 900/976 calling from end-user business customers.

E-911 Service

Enhanced 911 (E-911) is an advanced form of 911 service that provides emergency service access to Mitel NetSolutions customers. Mitel NetSolutions E-911 service provides emergency responders with the primary address associated with the SIP Business Trunks service from where the outbound 911 call is placed. Please see the E-911 disclaimer associated with the SIP Business Trunks service for additional information.

Local Number Portability***

Local Number Portability (LNP) allows businesses to switch local service providers and retain their existing local telephone numbers. This service is subject to rate center assignments of the existing numbers.

Telephone Number Assignment

Mitel NetSolutions provides telephone number (TN) assignment, including customer-selected numbers when available.

Affordable cost per minute for additional a la carte On Demand Audio Conferencing Minutes

For On Demand Audio Conferencing Minutes that are in excess of the included minutes, Mitel NetSolutions provides an affordable, flat rate, cost per minute. The a la carte rate for monthly minutes used in excess of included On Demand Audio Conferencing minutes is 10 cents (\$0.10) per minute for calls that originate or terminate from the domestic United States.

Directory Assistance^^^

Local Directory Assistance allows the end-user to receive telephone number information. There is a per-call charge associated with this feature.

Mitel NetSolutions SIP Business Trunks Primary Directory Listing

Each SIP Business Trunks location includes one primary directory listing for the major white pages directory in the customer's region. This primary directory listing is presented in the standard format available in each local market.

Travel Card

Mitel NetSolutions travel cards provide employees full-featured and economical "out-of-office" calling power. Travel cards offer world-class productivity features for travelers, mobile employees or staff working from home or remote offices. Enjoy attractive rates for calls within the U.S., as well as calls from the U.S. to other countries or international calls. Mitel NetSolutions travel cards are a great mobile connectivity option and powerful tools for managing time and money when traveling for work or pleasure.

Included Monthly Travel Card Minutes

30 Mitel NetSolutions travel card minutes are included in the SIP package with additional minutes available for an added monthly charge. Travel card minutes offer companies full-featured and economical "out-of-office" calling power and world-class productivity features for travelers, mobile employees or staff working from home or remote offices.

Included Monthly On Demand Audio Conferencing Minutes

On Demand Audio Conferencing gives you the freedom and flexibility to host impromptu audio conferences (up to 20 participants) at any time, without advance scheduling or making reservations. Priced on a per-minute/per-participant basis, each authorized user on your account gets an On Demand card with a permanent dial-in number, URL, and activation PIN code. You pay

only for the time you use and the number of participants on your call. On Demand provides truly advantageous services such as cost-code accounting, security lock, and comprehensive reporting. Calls are billed at an initial 10 minute increment per participant per call and subsequent one-minute increments. After the initial 60 bundled minutes, On Demand Audio Conferencing features a low, a la carte, per-participant, cost of 10 cents (\$0.10) per minute.

Online Billing

Enjoy the flexibility to retrieve real-time call data before it has been invoiced, view invoices online, generate usage summaries, user reports, NPA/NXX reporting, etc. Mitel NetSolutions online billing provides powerful online tools to review, analyze and generate reports for Mitel NetSolutions end-user customers.

Included VoIP Multiservice Access Gateway Device

As part of the SIP Business Trunks with Broadband Internet Access service, Mitel NetSolutions provides an Adtran 900 series VoIP Multiservice Access Gateway Device. For the 1.5MB Broadband Internet Access service the Adtran 904 device is included. For the 3MB Broadband Internet Access service the Adtran 908E is furnished configured to support two T-1s of Broadband Internet Access. The VoIP Multiservice Access Device provides a software-based firewall combined with an integrated full-featured Internet Protocol Router. This device also supports Quality of Service (QoS) for delay-sensitive VoIP traffic in order to ensure the highest quality of user experience. Support for both G.711 and G.729a compression codecs and the G.168 echo cancellation codec, along with providing Network Address Translation and a host of advanced features, enable seamless voice and data integration.



OPTIONAL FEATURES

- Additional DID Numbers
- Mitel NetSolutions SIP Business Line Toll Free Numbers
- Additional Discounted Domestic Outbound and Toll Free US Long Distance Minute Blocks
- Additional Discounted Domestic US Long Distance Travel Card Minute Blocks
- Additional Discounted On Demand Audio Conferencing Minute Blocks
- IP-VPN with Voice Prioritization and Class of Service
- Basic Intelligent Network Operations Center Network Management and Monitoring

Optional Features

Additional DID Numbers

Additional DID numbers can be added for a nominal monthly charge of \$1.00 per local number. This provides the flexibility of assigning DID numbers to many devices that will be supported over your SIP Business Trunks delivered over your 1.5MB or 3.0MB Basic or Premium Mitel NetSolutions Broadband Internet Access connection.

Mitel NetSolutions SIP Business Line Toll Free Numbers

Additional toll free numbers are available for \$3.95 per month each, giving the flexibility to assign unique toll free numbers to specific departments, marketing campaigns or ring-to phone numbers.

Additional Discounted Domestic Outbound and Toll Free US Long Distance Minute Blocks

In order to help manage your budget and provide affordable long distance calling scaled to your needs, additional blocks of monthly, flat rate interstate and intrastate 1+ and toll free long distance minutes can be added to the SIP Business Trunks service. For all calls that originate or terminate on the Mitel NetSolutions customer account from other local lines not associated with the physical SIP Business Trunks, the cost per minute will be billed at the standard, affordable, Mitel NetSolutions Switched Long Distance rates.

Additional Discounted Domestic US Long Distance Travel Card Minute Blocks

In order to help manage your budget and provide affordable travel card calling scaled to your needs, additional blocks of flat rate interstate and intrastate monthly long distance minutes can be added to the SIP.

Additional Discounted On Demand Audio Conferencing Minute Blocks

In order to help manage your budget and provide affordable long distance calling scaled to your needs, additional blocks of monthly long distance minutes can be added to the SIP Business Trunks service.

IP-VPN with Voice Prioritization and Class of Service

SIP Business Trunks with Premium Broadband IP-VPN Internet Access allows you to use the features of Multiprotocol Label Switching (MPLS) to prioritize your mission-critical voice traffic. By combining the ability of the VoIP Multiservice Access Gateway to provide Quality of Service IP packet labeling and prioritization with the network-based Class of Service segmentation, your voice traffic receives the highest level of prioritization in order to reduce delay, jitter, packet loss and other factors that can impede performance and reduce call quality. The premium inbound and outbound voice prioritization allows your voice traffic to take absolute priority over other enterprise applications or standard Web browsing by combining the power of Class Of Service with the Quality of Service features in order to ensure your SIP Business Trunk service meets and exceeds the established performance metrics.

Basic Intelligent Network Operations Center Network Management and Monitoring

As part of the SIP Business Trunks with Premium Broadband IP-VPN Access bundled, the basic tier of the Mitel NetSolutions Intelligent Network Operations Center (INOC) Network Monitoring and Management service is included at no additional charge. Basic INOC provides a customer-friendly Web portal interface to review and retrieve real-time and historical network performance statistics across a group of key management metrics. In addition, the Basic INOC service provides real-time e-mail notification to the Mitel NetSolutions Service Management Center if any pre-established alarm thresholds are breached or if there is a network event that is captured by the real-time monitoring of the INOC service. The Basic INOC service provides insights and actionable data points to your SIP Business Trunks with Premium Broadband IP-VPN Internet Access 24/7/365 to help increase your uptime and overall network resiliency and reliability.

** Delivery or receipt of Caller ID Information is not guaranteed

*** Subject to rate center restrictions

**** Includes any existing numbers being ported to the Mitel NetSolutions service

^ Bundled Minutes apply only to calls that originate from or terminate to the Mitel NetSolutions SIP BUSINESS TRUNKS main screening number

^^ Additional CPM rate applies to calls that originate (1+) or terminate (toll free) on the Mitel NetSolutions SIP BUSINESS TRUNKS

^^^ Additional charges apply

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