



ENTER THE NEW WORLD OF VOICE -OVER-IP



HOSTED COMMUNICATION PROGRAM

Do you have more than one location?

Are you building a new office
or expanding?

Is the lease or maintenance contract for
your PBX ending?

*If you answered "yes" to any
of these questions, you
should consider a
Total Hosted Services solution,
a unique program that offers
advanced communication
technology at significant
savings!*



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What is Total Hosted Services? Total HS is a unique program that offers a remotely managed Cisco Voice-Over-IP communication system on a "per seat" basis. It is a flexible, cost-effective alternative to buying or leasing a conventional PBX telephone system.

Why Voice-Over-IP?

With voice-over-IP technology, voice, video and data travel over your wide area network (WAN). You do not need separate voice and data networks, so you save on administrative costs. You also save on toll charges between locations by sending calls over your WAN, rather than the public-switched telephone network (PSTN).

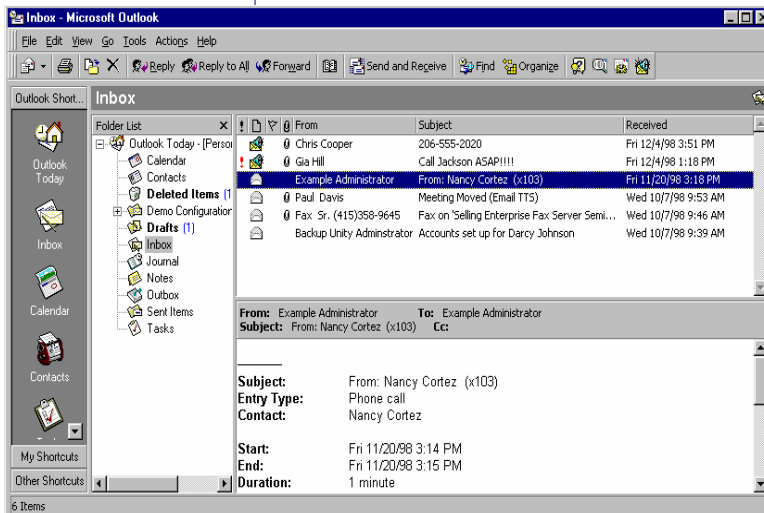
Why Remote Management?

Total Communications, Inc., is the premier voice-over-IP integrator in New England, with an installed base of over 5,000 users. We put this in-depth experience to work for you with a hosted network that is monitored 24/7! Our Network Operating Center (NOC) houses and manages your devices, monitors your telephone system, LAN and WAN for malfunction or intrusion, notifies you of any issues and resolves them. Our monitoring solution can include firewall and anti-virus protection. By outsourcing routine maintenance your staff is free to focus on your core mission.

Why Rent Rather Than Buy?

A Total Hosted Services solution gives you sophisticated "Big Company" technology, without the "Big Company" price tag! Your monthly costs are

fixed and you're protected from inflation and technical obsolescence. Also, Total Hosted Services sets fixed prices for system add-ons - a real plus as your business expands! And payments for this "off balance sheet" financing plan are tax deductible!



WITH TOTAL HOSTED SERVICES, YOU CAN ACCESS ADVANCED FEATURES ... like Unified Messaging, that you would not be able to cost justify in a purchase!

With Unified Messaging, users receive voice, e-mail and fax messages in a single inbox. This technology can save each worker approximately 2.5 hours per day!

WITH THIS UNIQUE HOSTED COMMUNICATIONS PROGRAM!



What's in it for me?

Financially, Total Hosted Services makes sense. But how would this Voice-Over-IP solution impact your staff? For starters, you can add features like digital voice mail, auto attendant, unlimited audio conferencing, direct dial telephone numbers and lightening fast Internet access. Then think about adding Unified Messaging - your staff will appreciate the approximately 2.5 hours they can save per day with this technology. They can save even more time by working from home - another benefit of IP technology. A Total Hosted Services solution can have a positive impact on worker productivity as well as your bottom line!

How Flexible is Total Hosted Services?

Since you are contracting for a service, rather than buying equipment, you have a wide range of options to select from on a "per seat" basis. For instance, if you purchased a telephone system and wanted to add Unified Messaging, it would cost you thousands. With Total Hosted Services, you decide which workers need this option - and which do not - and then pay only for what you need!

Where do I sign up?

Just sign up for a 60 month, "per seat" Total Hosted Services Agreement. Then we will validate your local area network (LAN) to insure compatibility and install or upgrade a wide area network (WAN). Cisco IP 7940 or 7960 IP Telephones can then be plugged in anywhere on your local or wide area network. Total Communications' knowledgeable System Design Group will be on hand for your first day of installation to train end-users and assure a smooth transition. It's that simple.

TOTAL HOSTED SERVICES CAN HAVE A POSITIVE IMPACT ON WORKER PRODUCTIVITY when you add features like digital voice mail, auto attendant, lightening fast internet access, and remote worker options. Plus, we include end-user training!



www.totalcomm.com



equipment



Cisco 7970 IP Telephone
(Optional Equipment available for an additional charge)



Cisco 7960 IP Telephone



Cisco 7940 IP Telephone

available service options

per seat

- Advanced Digital Telephone (Cisco 7940 or Cisco 7960)
- Direct Dial Telephone Number
- Unified Messaging
- Digital Voice Mail
- Auto Attendant
- Audio Conferencing
- Unlimited Multi-Location Calls

per company

- Maintenance
- End User Training
- Remote Network Monitoring
- Broadband Internet Access
- Bandwidth Utilization Reports
- Intrusion Detection (IDS)
- IDS Active Blocking
- Fixed Price for Add-Ons

advantages

- | | |
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| <ul style="list-style-type: none"> · Flexible "per seat" plan · Fixed monthly cost · Guard against inflation · Protection from technology obsolescence · Off balance sheet financing · Tax deductible payments · Save on toll charges between offices | <ul style="list-style-type: none"> · Access new technology without making major investment · Increase worker productivity · Support remote workers · Potential for advanced applications · Outsource network management to free staff time |
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