

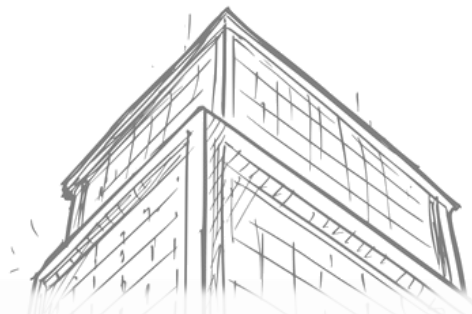
i!etcarrier™



Enhanced Cloud Solutions...

Communications Simplified

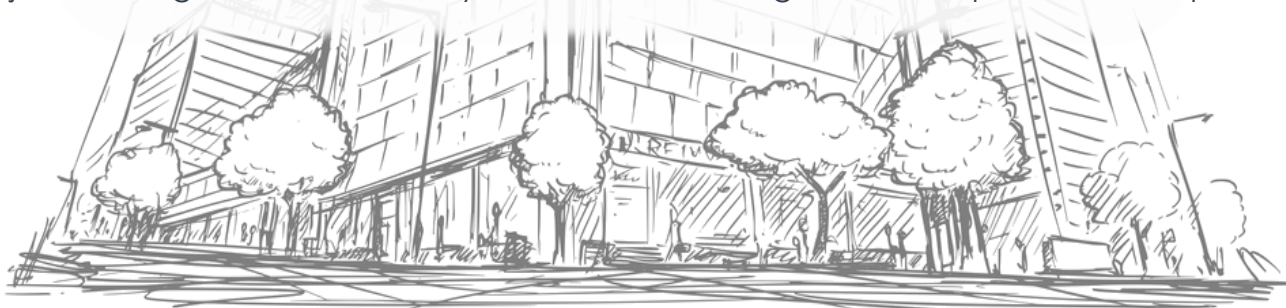
ABOUT NETCARRIER



NetCarrier Telecom, Inc. is an FCC-regulated national provider of cloud based voice and data services. They transform the traditional workforce and enable companies to connect, collaborate and communicate through cloud based solutions.

For over 20 years, NetCarrier has been providing innovative solutions for businesses throughout the U.S. NetCarrier's nCloud Connect Hosted PBX platform offers customers a multitude of Unified Communication (UCaaS) features that provide the functionality to meet any business needs.

NetCarrier prides themselves on providing 24x7x365 never outsourced customer support and the ability to deploy custom solutions. Each customer is provided with a dedicated project manager and is visited by a technician throughout the implementation process.



WHY CHOOSE NETCARRIER?



24.7.365 US
Customer
Support



Privately Held,
Experienced Carrier,
Trusted Network



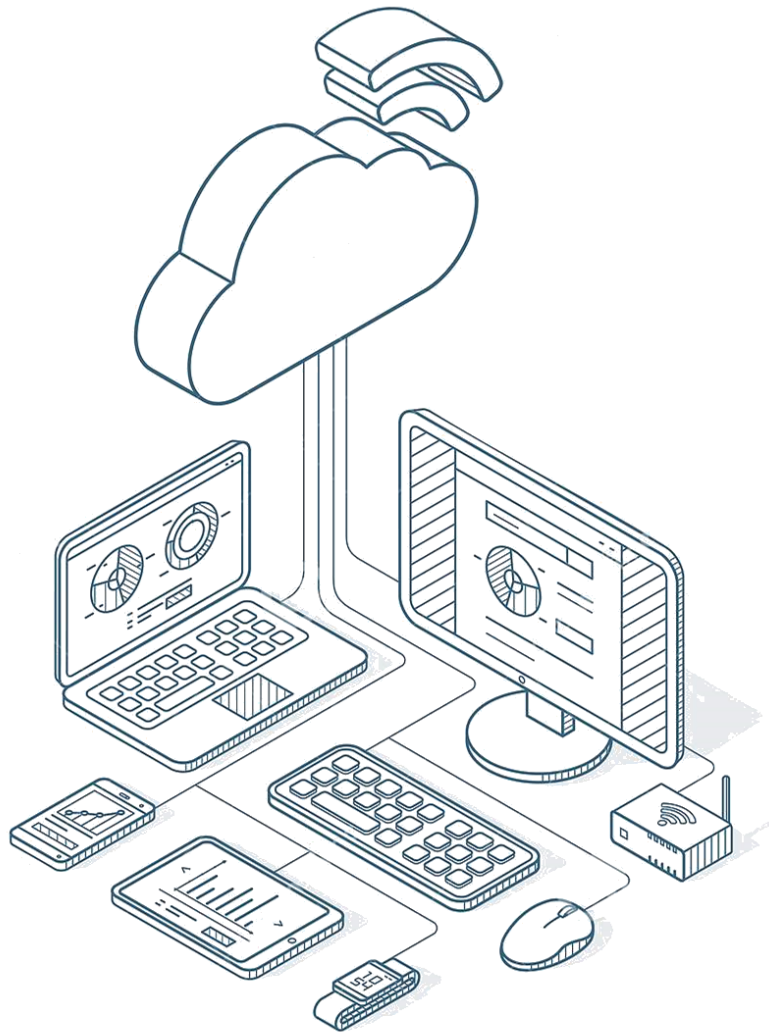
UCaaS Features
to Fit Any
Business



Continued
Development of
UCaaS Features



TECHNICAL BACKGROUND




NetCarrier's nCloud Connect UCaaS platform utilizes a combination of the latest UC technologies. Our core is built around FreeSwitch, with Kamailio as the Session Border Controller (SBC) and completely proprietary custom routing engines designed to route traffic based on multiple factors. Additionally, we have native IPv6 to provide the best mobility connectivity available.

NetCarrier's nCloud Connect platform provides the scalability to grow your business and the flexibility to integrate your mobile and remote workers. All of this is designed and operating in an "active/active" environment and replicated throughout NetCarrier's network. NetCarrier will continue to look to the future to provide UCaaS features and solutions that drive the market and meet the needs of our most demanding customers.



FEATURES

- 
- A stylized illustration of a city skyline with various skyscrapers and buildings in shades of blue and grey, positioned behind the title.
- ✓ 3 Way Calling
 - ✓ Call Transfer
 - ✓ Last Number Redial
 - ✓ ANI Screener Per Tenant
 - ✓ Message Waiting Notification
 - ✓ Audit Trail
 - ✓ Multi-Cast Paging and Page Groups
 - ✓ Automated Attendant
 - ✓ Call Waiting
 - ✓ Music on Hold
 - ✓ Break in Audio Messages
 - ✓ Caller ID Reorigination
 - ✓ Phone to Phone Intercom
 - ✓ Busy Lamp Field
 - ✓ Caller ID with Name & Number
 - ✓ Ring and Hunt Groups
 - ✓ Call Flow Creator
 - ✓ Dial by Name Directory
 - ✓ Speed Dial with Presence
 - ✓ Call Hold
 - ✓ Do Not Disturb
 - ✓ Station to Station Dialing
 - ✓ Call Park
 - ✓ Flexible Star Codes
 - ✓ Time Based Greetings
 - ✓ ANI Screener Per User
 - ✓ Advanced Call Forwarding
 - ✓ Call Detail Reporting
 - ✓ Call Forwarding
 - ✓ Directed Call Pickup
 - ✓ Forward on Call Reject
 - ✓ nCloud Connect Web User Portal
 - ✓ Call Reporting
 - ✓ Unified Messaging
 - ✓ Desktop Integration
 - ✓ PC Softphone
 - ✓ File Share
 - ✓ Instant Messaging with Presence
 - ✓ Voicemail with Management Portal
 - ✓ Desktop Faxing
 - ✓ Ad Hoc (On Demand) Call Recording
 - ✓ Conference Bridge
 - ✓ nCloud Connect Mobile App
 - ✓ Personal Automated Attendant
 - ✓ Direct Inward Dial
 - ✓ Professionally Recorded Greeting
 - ✓ Contact Center Solutions
 - ✓ System Call Recording

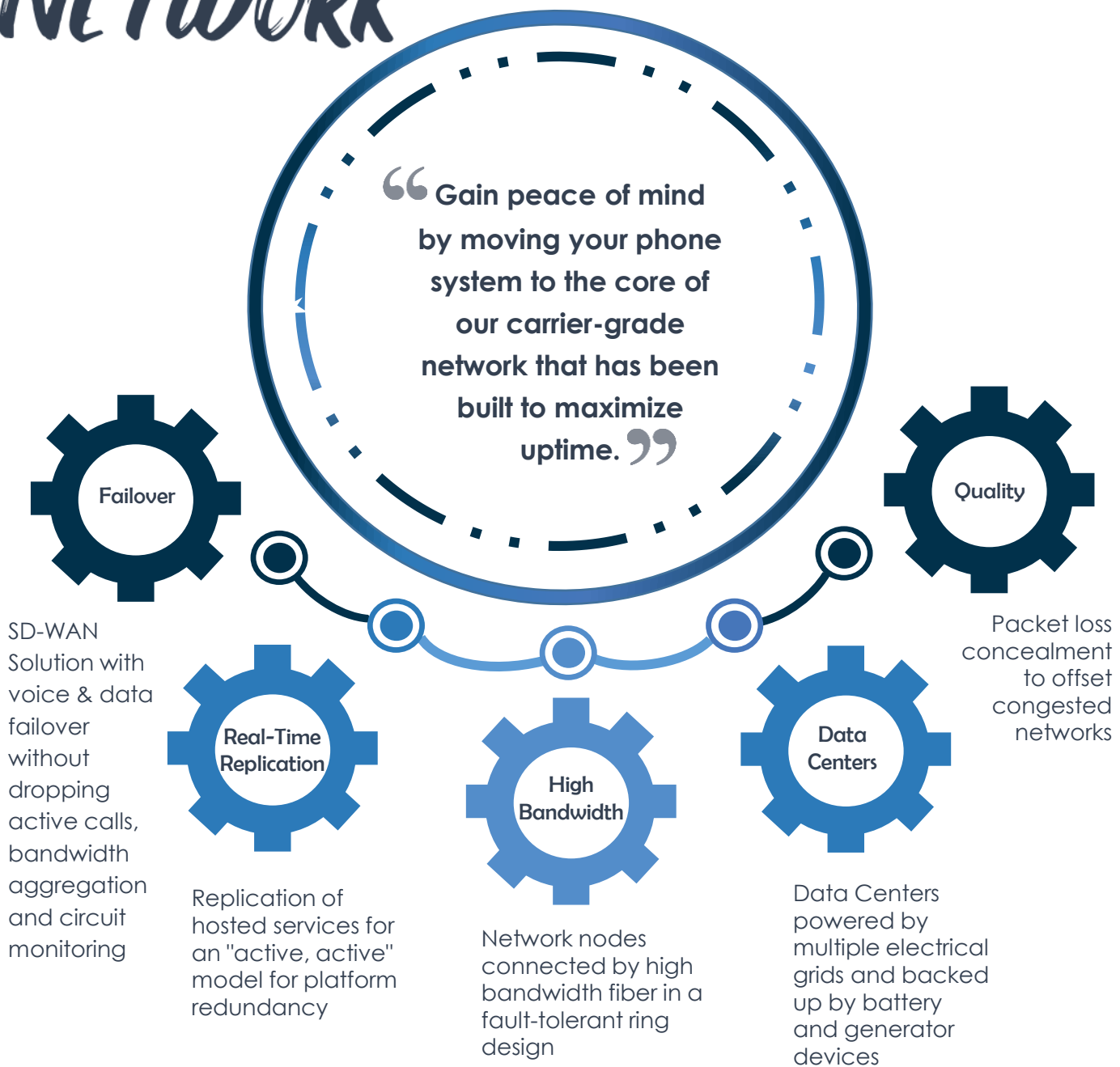


SLAT Comparison

Advanced Seat Features	Unify	Unify+
ANI Screener Per User (Blacklist/Forward To Extension)	✓	✓
Advanced Call Forwarding - Date & Time Scheduling (Find Me/Follow Me)	✓	✓
Call Detail Reporting	✓	✓
Call Forwarding	✓	✓
Directed Call Pickup	✓	✓
Forward on Call Reject	✓	✓
nCloud Connect Web User Portal	✓	✓
Call Reporting - View System CDRs in User Portal	✓	✓
Unified Messaging (Voicemail to Email, Email & Delete Option Available)	✓	✓
Desktop Integration	✓	✓
PC Softphone	✓	✓
Instant Messaging with Presence	✓	✓
File Share	✓	✓
Voicemail with Management Portal	✓	✓
Hoteling	✓	✓
nCloud Connect Mobile App (Android & iOS)	✓	✓
Desktop Faxing		✓
Ad Hoc (On Demand) Call Recording (Available in User Portal-100Mb Included)		✓
Conference Bridge (5 Call Paths and Toll Free Number per customer included)		✓
Personal Automated Attendant		✓
Enhanced Call Routing		✓
Direct Inward Dial with Caller ID Outpulsing and Inbound CNAM	ADD-ON	✓
Contact Center Life (Includes Unify Seat)		
All Queue Distribution Strategies		✓
Queue Historical Reports		✓
Live Agent Monitoring		✓
Live Queue Monitoring		✓
Inbound Queue Recording		✓
Listen, Whisper (coaching), and Barge on Live Calls		✓
System Feature Add Ons		
Business Conferencing Service	System Call Recording	
Professionally Recorded Greeting	Business Desktop Faxing	
Contact Center Enterprise (Automatic Call Distribution)		

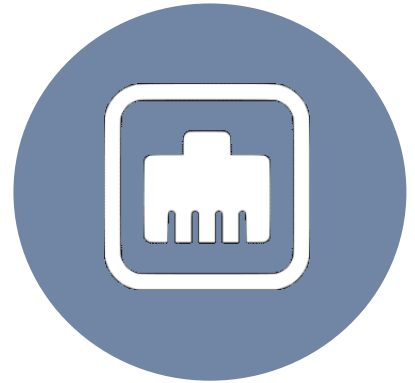


NETWORK



NetCarrier's network is supported by Multi-Carrier backbones. This design eliminates single point of failure. NetCarrier provides you a network uptime of 99.99%. Additionally we have a true **24x7x365** NOC and Customer Support Team that are direct employees of NetCarrier and are located in the United States. You will be able to reach a live technician at any time with an average hold time of 30 seconds.

EQUIPMENT



Polycom Phones

- High performance with optional color touch screen with HD voice
- Easy navigation for user
- Reduces audio latency and provides HD audio
- Decreased bandwidth usage by enabling phone-to-phone audio

Managed Router

- Deployed for every customer
- 24x7x365 circuit monitoring
- Edge QOS: prioritization of voice traffic

Netgear PoE Switches

- Fully managed power over ethernet (PoE) switches
- VLAN's used to separate voice and data traffic
- Ability to use existing customer provided switches



GETTING STARTED

1

- ✓ Contract Signed/Paperwork Submitted
- ✓ Order Created & Customer Service Record Pulled
- ✓ Project Manager Assigned

2

- ✓ Introduction Call
- ✓ Circuit Ordered (if Applicable)
- ✓ Configuration Call Scheduled
- ✓ User List Confirmed & Equipment is Ordered

3

- ✓ Configuration Call
- ✓ Outstanding Info Reviewed
- ✓ Workbook/User Info/Line List Confirmed

4

- ✓ Circuit Installation (if Applicable)
- ✓ Site Survey is Conducted
- ✓ Network & Design Outlined

5

- ✓ Router Configured
- ✓ Port Request Submitted
- ✓ Engineering Configures Server
- ✓ Equipment is Built & Tested

6

- ✓ Schedule Install
- ✓ Webinar Training
- ✓ Activation-Go Live





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