

NetCarrier Products & Services Guide



netcarrier

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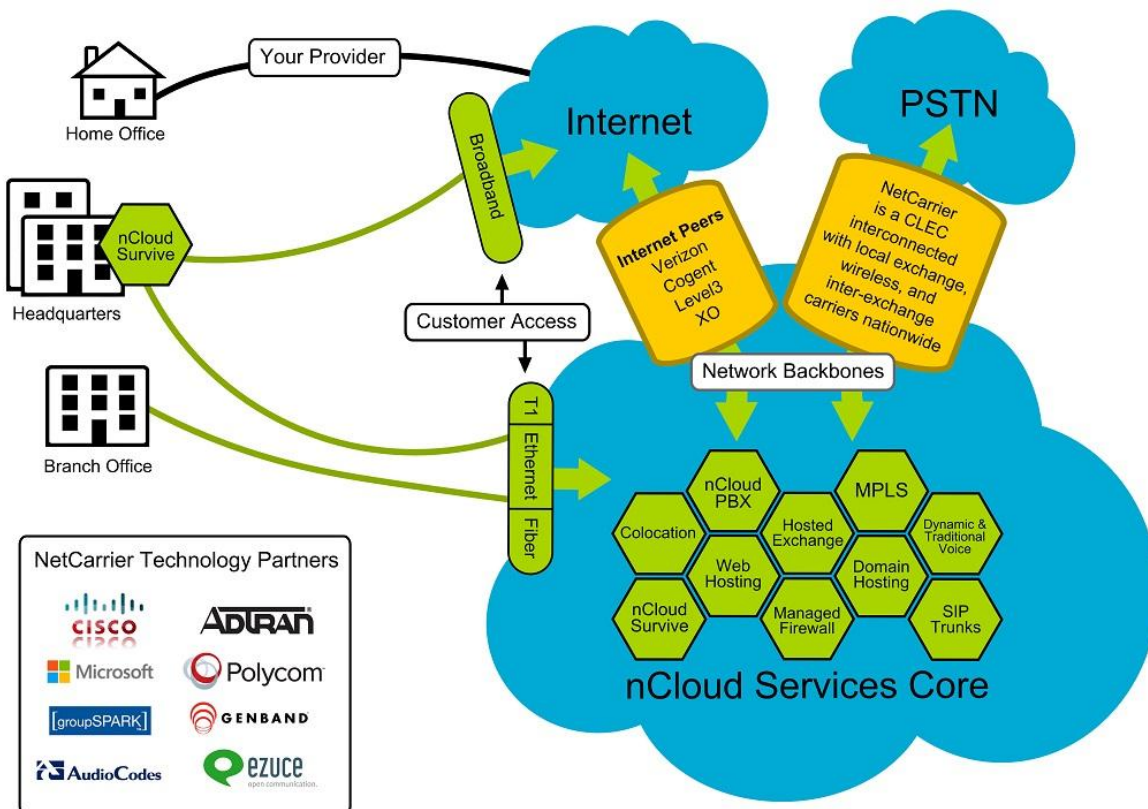
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Our Mission

“With integrity, superior communication, custom solutions, and savings, NetCarrier will exceed the highest expectations of the most demanding buyer of telecommunication services.”

Why NetCarrier?

- Nationally Recognized Leadership
- High Core Values
- Experienced National Provider
- Superior Customer Service: 24 / 7/ 365 Never Outsourced Call Center & Network Operations
- Flat Organization – Easily Navigate through Organizational Personnel
- Financially Solvent; Cash Flow Positive
- Competitive Pricing and Promotions
- Sound Network Infrastructure
- Multiple Voice and Data Backbones
- Regional Roots, National Availability



nCloud Product Suite

nCloud is a NetCarrier-developed platform designed for the next generation of business owners who demand increased reliability, flexibility, and redundancy. With this product line, the emphasis is on providing a unified business solution so that you no longer need to worry about how all of the pieces of your technology needs will fit together. With the nCloud product suite, your applications will be in our experienced hands. NetCarrier has been in business for almost 20 years and we are continuously proud of our custom solutions, outstanding customer service, and knowledgeable staff. The nCloud products are the next evolution of our promise to support your business's reputation with exceptional telecom and cloud services.

nCloud PBX

nCloud PBX is a cloud-based phone system that replaces your PBX with a full-featured system hosted within NetCarrier's secure, redundant network. This means that calls will always reach your phone system, even during circuit and power outages.

A Full-Featured Platform

- Time-of-Day and manual call forwarding to ensure that calls are answered
- Automatic Call Distribution (ACD) for call centers
- Hoteling and shared line appearance for workspace flexibility
- Presence and directed call pickup for a connected organization
- Customizable music on hold and auto attendant messages
- Voicemail with email notification
- Private portal for users to manage their personal settings
- Administrative portal for network administrators and managers
- Customizable hunt/ring groups (office, cell phone, home, etc.)
- nCloud Unite client for desktop integration and seamless communication across your entire organization using instant messaging, click-to-call, file sharing, screenshot sharing, click-to-email, and conference bridge management
- Integration with Microsoft Outlook 2010
- ...and much more!

Convergence: *Merge your phone with your desktop and unify your business applications*

- Monitor the phone and desktop presences of users within your organization
- Click-to-dial calling through Microsoft Outlook 2010
- Our open and flexible platform allows for custom integrations with CRM and other business software
- nCloud Unite provides your business with five communication tools built in to one simple desktop application for improved business efficiency

Redundancy: *Gain peace of mind by moving your phone system to the core of our carrier-grade network that has been built to maximize uptime*

- Every part of our network has redundant power sources, diverse network paths, and automatic fail-safes to protect your business from outages
- Callers will always reach the phone system eliminating the “I’m down, I’m out of business” situation during
- Manual and time-of-day forwarding provides flexible call routing during an outage

Scalability: *Easily add users and locations without costly hardware upgrades or complicated programming*

- nCloud scales infinitely through a proprietary clustered design
- Your phone system will easily grow with any organizational changes
- Never worry about running out of “space” or paying a premium to upgrade your phone system's capacity

Advantages of nCloud PBX

- Predictable monthly billing and no large up-front cost
- Site-to-site extension dialing without multiple PBXs or an MPLS network
- System maintenance and upgrades are free
- PBX nodes are secured in our carrier-class data centers
- Scalable from small (5 users) to large (thousands of users)
- Pricing models allows flexibility and cost savings
- Our feature list is extensive and growing

SIP Trunks

SIP trunking is the leading VoIP technology that allows us to provide full-featured voice service to any user with a SIP-enabled PBX. If your PBX supports SIP technology, you may be in line to save money over traditional telephone architecture. NetCarrier’s SIP offering includes the following:

- Increased flexibility with no limit on the amount of calling channels
- Touch tone, hunting, 900 blocking and 976 restriction features
- Any four optional line features
- Unlimited or Pay-Per-Minute Local and Long Distance Options
- One directory listing
- Can be provided over other carriers' bandwidth for cost savings
- Equipment included
- Complimentary basic web and email hosting

nCloud Ethernet

Looking for high bandwidth for your business applications, but afraid to trust your mission critical lifeline to the giant cable companies?

nCloud Ethernet is a business grade data connection that gives you a direct line to NetCarrier's network and low latency for your internet and voice services. Don't trust your business to "cheap" connections with muddy Service Level Agreements. Stay fast, efficient, and secure with nCloud Ethernet.

- Copper-based Ethernet from the edge of our network to your business
- Speeds of up to 20Mbps with loop redundancy for increased uptime
- No equipment to buy

nCloud Ethernet Plus

High-speed Ethernet is a requirement for many business applications and as the existing copper infrastructure ages, it is being replaced by high-capacity fiber optic networks that are ready to support the next generation of businesses.

nCloud Ethernet Plus is your all-access gateway to the nCloud suite of products. When doctors need to share high-res images between offices or when banks require a secure, reliable connection for financial transactions, they depend on nCloud Ethernet Plus.

- Dedicated fiber optic circuits built directly to your business, available in point-to-point or ring topologies
- Speeds from 10Mbps up to 1Gbps
- Eliminate deteriorating copper infrastructure and gain peace of mind
- No equipment to buy

nCloud Ethernet Private Line

The shortest path between two points is a straight (private) line, so why complicate it? nCloud Ethernet Private Line extends your LAN for miles so that two offices can interact as one common network; sharing files, applications, real time data, and phone systems. This is a low-latency, dedicated connection that is far superior to best-effort VPN solutions.

- Speeds from 10Mbps up to 10Gbps
- Bandwidth is dedicated and guaranteed

*If you need to connect more than two locations, our **nCloud MPLS** product provides a scalable, cost-effective solution for larger multi-site networks. Contact your NetCarrier sales team to see if nCloud Ethernet Private Line is a good fit for your business.*

nCloud Survive

The Wide Area Network (WAN) is the most vulnerable part of any customer's network. It's the segment that spans out over telephone poles and through underground conduits, which exposes it to the elements and other dangers. As more and more companies move their applications in to the cloud, the WAN connections become increasingly more important for the core functions of their businesses.

nCloud Survive provides redundancy between multiple WAN connections to ensure that a circuit outage doesn't affect operations. NetCarrier's design utilizes constant link monitoring, dynamic VoIP routing, and core-to-edge router peering to ensure an immediate and smooth transition between connections.

NetCarrier recognizes that when a phone call drops, it affects a company's reputation and bottom line. With *nCloud Survive Voice*, phone calls remain connected through network outages. For customers who do not have NetCarrier voice and data, *nCloud Survive Standalone* works with other providers' connections and still provides automatic failover and security for a customer's network with monitoring and notification in the event of outages.

nCloud Survive configuration options:

- ***nCloud Survive Standalone*** – automatic data failover for **non-NetCarrier Internet connections**; includes an enterprise-grade firewall for network security. Choose from two options:
 - ***Basic*** – receive email notifications when a connection is down
 - ***Plus*** – receive email and phone notification when a connection is down, plus NetCarrier will contact your other carriers to resolve outages
- ***nCloud Survive Data*** – redundant Internet routing and enterprise-grade firewall for customers who have at least one **NetCarrier-provided Internet connection**
- ***nCloud Survive Voice*** - redundant routing for Teleflex, SIP, and nCloud PBX voice services
- ***nCloud Survive Voice & Data*** - combination of voice and internet redundancy
- ***nCloud Survive MPLS*** - pairs with our MPLS product to route interoffice traffic over a secondary connection between offices, such as a VPN

Need more than one backup link? *We can provide redundant routing between up to three separate circuits*

All circuits are monitored by our 24/7/365 Network Operations Center, so even though an outage may not be noticed by users, NetCarrier will notify the appropriate contacts and resolve the problem.

nCloud MPLS

MPLS is used to create private, secure networks between multiple locations. In the past, a point-to-point circuit between offices or a Frame Relay network might have suited your needs, but those technologies have not scaled to handle today's business applications and high-bandwidth requirements. MPLS is the evolution of the interoffice network. If your business has multiple offices or facilities that share files, applications, or phone systems, then MPLS might be a good fit for you.

Benefits of MPLS

- Full mesh interoffice network with no single point of failure
- Local circuit for each location – no expensive long-haul PTP circuits
- Private and secure "closed user group" for each customer – compliant for financial and medical industries
- Built on a fully redundant network – more uptime than PTP circuits
- Convergence of voice, video, applications, and Internet access – cost savings for customer
- Scalable – easy to add locations to existing MPLS network
- Fully managed traffic routing between sites
- Can be layered with other products, such as Teleflex, nCloud PBX, and nCloud Survive
- QoS for superior quality with latency-sensitive services, such as voice and video

We provide three default levels of QoS through our MPLS network

1. Real time traffic (VoIP and video) is highest priority
2. Interoffice data (shared applications, backups, etc.) is second priority
3. Internet traffic and anything that is unrecognized is lowest priority

nCloud Exchange

nCloud Exchange provides businesses of any size the opportunity to put expensive server upgrades and unpredictable system crashes behind them. We offer a full-featured Exchange server that is hosted and maintained by Netcarrier, which means no more concerns about network or power stability affecting your Exchange applications. Whether you're migrating from an existing Exchange server or setting up Exchange for the first time, our portal has extensive guides and step-by-step instructions to make your migration process simple and quick.

Rich with Features:

- Options of 5GB and 25GB mailbox sizes per user
- McAfee Spam Filtering included
- ActiveSync for mobile devices
- Microsoft Outlook licenses and software (optional)

Loaded with Customizable Options:

- Blackberry Enterprise Server
- Message Continuity
- Resource Mailboxes
- Archiving
- Multiple domains
- Sharepoint sites for collaboration

Colocation

We can host your servers, phone system, and more within our carrier-class data centers in **Pennsauken, NJ** and **Lansdale, PA**, eliminating the high cost of security and infrastructure at your facility. If you need more bandwidth or an additional connection, our routers and switches are within the same building, so install times are shorter and costs are lower.

Uptime and Security

- Access to our facilities is monitored 24/7 and secured with locked entrances and alarm systems.
- Permitted staff members are screened with background checks and drug testing
- All buildings are directly fed by multiple high-tension electrical substations with auto-transfer switches for immediate power shifting in the case of a grid failure
- In the case of a power grid failure, each of our buildings is backed up by a generator
- Facilities are cooled by industrial HVAC units and protected by fire suppression systems

Product Options

Cabinets & Rackspace

- Shared cabinet space
- One-third cabinet (Lansdale only) and half cabinet
- Full cabinet
- Cage space available by request

UPS battery backup for power conditioning

Bandwidth up to 1Gbps

Port and Cross-Connect Types

- Ethernet
- T1
- Fiber

Voice Options

- SIP, PRI, and CAS/Digital trunking
- Analog lines (FXS/FXO)

Teleflex Product Suite

NetCarrier has been pioneering the successful deployment of VoIP since the late 1990s. Teleflex was our first VoIP product and remains a popular and reliable option for dynamic voice and data. By dynamically allocating bandwidth to voice and data traffic on the same connection, NetCarrier can improve utilization and make use of bandwidth that you're paying for every month, but not always using.

The Teleflex Base Package includes the following:

- A variety of delivery options, compatible with virtually any traditional or IP phone system:
 - Analog/POTS
 - Digital CAS
 - PRI
 - SIP
- A variety of access options
 - T1 – 1.5MB Dedicated Access
 - nCloud Ethernet – up to 20MB Dedicated Access
 - nCloud Ethernet Plus – up to 100MB Dedicated Access
 - Broadband – shared network speeds up to 100MB delivered by the local Cable provider
 - Customer Provided Access – Have a high speed connection already? NetCarrier can install Teleflex over most broadband connections.
- IAD included
- One directory listing
- Touch tone, hunting, 900 blocking and 976 restriction features
- Any four optional line features
- Unlimited Local Calling
- Bundled long distance and inbound toll free options
- Complimentary basic web and email hosting

Traditional Voice Services

NetCarrier provides traditional and innovative next-generation voice communications services to businesses of all sizes. Whether you're a small business with a few employees or a big corporation with hundreds, NetCarrier will make sure you get the best solution to fit your company's needs.

ISDN PRI

NetCarrier's ISDN PRI product is an ideal voice solution for medium to large business that require more than a few simultaneous phone calls. PRI technology has been tested by time

and proven by the industry. It is a flexible solution which can be tailored to meet any company's needs with the following three configurations:

Fractional Configuration

The Fractional Configuration can provide 8 or 16 B channels along with the standard D channel. This option is for customers who do not require a full PRI, but still want the benefits of PRI trunking technology.

Standard Configuration

The Standard Configuration provides 23 B channels and 1 D channel. While each B channel carries digital voice traffic, the D channel carries the signaling required for call setup and management over the PRI. This will allow for 23 simultaneous phone calls.

Bonded PRI and NFAS Configurations

Some businesses require more than 23 simultaneous PRI calls, but they still need all calls to come in to the same phone system. In those cases, NetCarrier can bond multiple PRIs together and configure them as a common trunk group. For larger configurations PRIs, we also offer NFAS, which allows three or more PRIs to share two D channels and allocate a full 24 B channels for voice on the remaining PRIs.

Digital T1 (CAS)

NetCarrier's Digital T1 service interfaces directly with your company's PBX to provide up to 24 voice lines through a single connection. This voice service can be delivered as voice-only or as dynamic through our Teleflex product.

In addition to providing up to 24 voice channels, the Digital T1 solution includes local, IntraLATA, long distance, international and toll-free calling. Per-minutes rates are based on volume and are discounted accordingly. The more you use, the more you save.

Copper Advantage Lines

NetCarrier's Copper Advantage product is targeted towards businesses who seek a simple line solution for modem, alarm, elevator, and backup lines at per line charges. Our Copper Advantage product is also ideal as backup lines to your primary voice service.