

## AARENET ANSWITCH ENTERPRISE VIRTUAL PBX

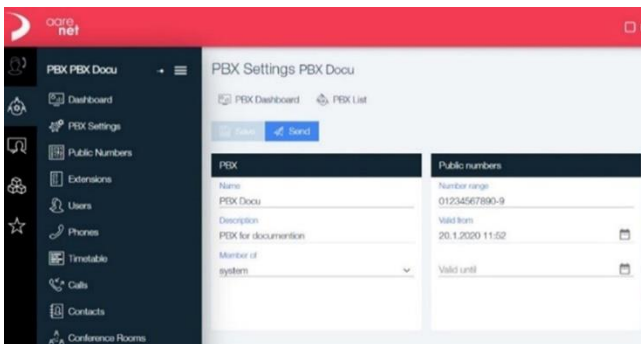
### CLOUD BASED PBX FUNCTIONALITIES AND UNIFIED COMMUNICATIONS

Virtual PBX or IP Centrex Systems offer PBX functionality provided by a centralized system. The customers only require terminals such as IP-phones, IP-DECT systems and analogue terminal adapters (ATA's) for fax devices. The Aarenet VoIP Switch "anSwitch" and "anExchange" is an optimal solution to support the IP roadmap of corporate voice services towards a cloud based VoIP solution enabling support of previously installed legacy PBX systems. The solution is very appealing for enterprises with geographically disperse locations that do not want to acquire their own local PBX and prefer to use the Virtual PBX services of a Telecom Service Providers.

The Aarenet Virtual PBX functionality includes popular features such as conference calls, call-forking, group-calls, call distribution, voice-mail and IVR. The additional and integrated UCC suite "anConnect" offers Unified Communications and Collaboration like video conferencing, file sharing, chat functionality including group chat and presence status. The PBX features are not only available in the fixed network but also on integrated smartphones on the client app and via laptops or pads on the desktop client.

### FUTURE PROOF SYSTEM DESIGN

In combination with Aarenet's Class 5 system, the virtual PBX solution can run on a parallel system on bare metal or in a virtualised environment. Flexible expansion and optimal use of the installed resources ensure a future proof design and enable to expand the system in parallel to the growth of the customer base.



Intuitive web based portal access for all users

### ADVANTAGES OF A CLOUD BASED VIRTUAL PBX

For corporate customers, the use of a Virtual PBX offers a wealth of advantages. The initial low investment and the fact that the system is maintenance free, cloud based and managed by the provider. The possibility to use the service for flex- and home-workers or to integrate new branch offices, the integrated location independent numbering plan for the company and free calls for all internal communication are the main, but not the only advantages offered by a Virtual PBX.

The Virtual PBX is administrated via the Admin Centre (for PBX administrators and end-users) from any device's browser. The administration management of the Virtual PBX may occur via the Data Access Centre through an external Customers Management System. This is recommended if the Telephony Service Provider wants to integrate the Virtual PBX into an already existing end-user Web-interface or wants to adminter the system through an existing CRM application.

### AUTO / SELF PROVISIONING OF EXTENSIONS

By supporting a broad range of commercially available IP Phones, it is possible to reduce the installation and provisioning effort to a minimum. All necessary system parameters are sent to the device as soon as it is connected supporting a professional customer experience.

New types of SIP phones can easily be integrated through the phone provisioning tool, that enables to create provisioning files for any type of phone.

### VIRTUAL PBX FUNCTIONALITY ON SOFTCLIENTS

The softphone clients allow calls being made on an iOS or Android smartphone through Wi-Fi hotspots and the mobile data network. As unique feature, the smartphone application support seamless bidirectional handover between the WiFi network and the data network to ensure that the existing connection will remain active as long as network coverage is available.

The desktop client for macOS and Windows desktop supports comfort features from the PBX and provides a viable alternative for traditional desk phones. The full integration in the numbering plan will allow the support of a One Number Concept (landline number) thus improving the communication towards external customers and partners. The optional UCC feature adds further collaboration and conferencing features for the end-user, enabling all corporate requirements for the modern workspace.

### VIRTUAL PBX CALL FEATURES (FOR DETAILED LIST REFER TO THE FEATURE LIST)

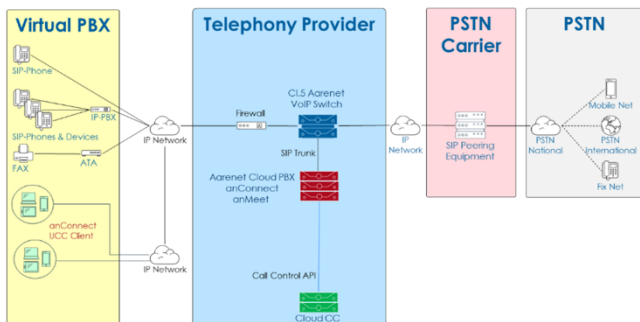
- ▶ Call Hold
- ▶ Call Query, Toggle, Waiting
- ▶ Music on hold per assigned PBX
- ▶ Call brokering and transfer
- ▶ Calling Line ID and Presentation
- ▶ Call Forwarding options
- ▶ Voice Mail box per user
- ▶ Full T.38 Fax support
- ▶ Call Distribution and Interactive Voice Response IVR
- ▶ Multiple Timeband support per PBX

### SYSTEM CHARACTERISTICS

- ▶ Redundant (including geo-redundant) system set-up
- ▶ Carrier grade availability of the core system
- ▶ Support of existing appliances such as Fax, entrance intercom, EFTPOS terminals
- ▶ Integrated real-time rating
- ▶ Voice channel limitation per Virtual PBX
- ▶ Multi-tenant system
- ▶ Websocket CSTA interface to integrate with CTI systems
- ▶ Teams integration (direct access) possible to activate
- ▶ Teams applet for telephony services without MS Teams licenses possible
- ▶ Multi-tenant CSTA Call Control interface to connect third party applications, e.g. Contact Centers

### AARENET VIRTUAL PBX

The Aarenet PBX VoIP System is built up as an independent application satellite system. For best performance it is interconnected with an Aarenet Class 5 VoIP Switch.



Aarenet Virtual PBX "anSwitch" and "anExchange" offers outstanding benefits to the voice provider and their customer. Voice providers receive a scalable highly available platform including extensive tools for provisioning, operations and support. To customers the solution of Aarenet features a balanced set of functionalities with a comprehensive offering of devices.