REAL
TELECOM

Real Business Services

1. VOICE
2. DATA
3. SOLUTIONS

REAL INFORMATION MOVEMENT AND MANAGEMENT

REAL
T E L E C O M

**Real Telecom
is an innovative
telecommunication company
that provides
VOICE and DATA
Communication Services and
Customized Solutions
to its business customers.**

Real Telecom management embodies extensive leadership with over 35 years experience in inventing service platforms and developing communication solutions for governments and major global corporations. Real Telecom technology was developed in house and used to create its business service platform. The Real Business Platform enables customers to easily use its high quality and well secured Voice and Data communication services.

OBJECTIVES

Providing high quality service that encompasses all features, is low cost, and is flexible enough to easily adapt to evolving business needs.

HOW DO WE ACCOMPLISH IT?

We created new, in-house, unique technology and revolutionized the way the services are provided. We eliminated the need for capital to acquire, update, and resize services. Also, we converted the cost of services to a variable cost and enabled the customers to focus on conducting their business while we take care of all aspects of the services' operation, and technical currency.

SERVICE MODELS

Real Telecom provides the services in Hosted and Service Node models. The Hosted Model is based on operating the services in our data center and the Service Node Model includes a node in the customers' premises that Real Telecom operates and maintains.

BUSINESS MODEL

Real Telecom offers its services to customers on an outsourcing basis. The customers will be charged a monthly fee based on two possible scenarios:

Unlimited Scenario
This scenario offers unlimited concurrent calls and unlimited usage. This also includes unlimited support, maintenance, training, and "add and change".
Real Telecom will charge customers a monthly fee per extension.

Limited Scenario
The number of concurrent calls is limited to the number agreed upon in this scenario. The support, maintenance, and "add and change" are included. Real Telecom will charge a lower fee per extension and a fixed fee per concurrent call (line).

SERVICE PLATFORM

- Real Telecom Service Platform consists of equipment (computers and network devices), soft switches, RealPBX systems, Web Based software, and private and public networks.

- The soft switches support the Business Services for external call processing and management. It handles the phone number management and routing to all destinations.

- The PBX Systems process the calls among the extensions and provide the call processing that is needed by each customer. The flexibility of the PBX Systems allow us to quickly customize the service to each business requirement. All group related services are supported by the RealPBX part of the platform.

The network consists of local and global layers with with all the needed security. The network functionality is integrated with the systems for security and quality management.

- The Platform includes tools that enable administrators to easily and quickly manage the services. Also, it includes software to adapt the services to the customers' needs in a very short time. Customers can use the platform's web applications to manage their accounts including all calls and faxes.

VOICE SERVICES

Very high-quality business voice communication service based on in-house developed technology.

> **Voice Services include: Real PBX, Real Conference, Real SIP Trunk, Real Mobile, and Event Communication.**

Real PBX

Real PBX is the foundation of this service and it is fully featured and flexible enough to adapt to any business voice communication need.

- A comprehensive, feature rich, high-quality PBX.
- Integrated cell phones and soft clients.
- Take your extension wherever you go.
- Email notification and remote access to voice mail.
- Communicate with many sites at over 60% savings.
- International presence in over 55 countries.
- No in-house expertise required.
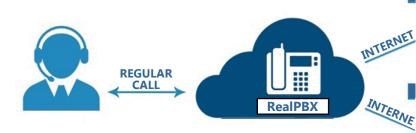- No hardware or software installs or upgrades.

Each PBX may also have unlimited extensions including one or more Auto Attendant, Groups, IVR, Private and public trunks, call management, and multiple telephones on each extension. Phone numbers can be routed to any extension and we can provide multiple phone numbers to each PBX.

Real Conference

Real Conference is a unique audio conferencing service designed for corporate applications. Conferences can be Ad Hock or Scheduled. Each organization may have its dedicated conference rooms that may be used in either mode.

Mobile Service

The Mobile Service integrates the cell phone with the extension. The features include enabling all

users to be reachable as part of the service the extensions provide, move the call to the cell phone or move the call from the cell phone to the desk phone. Also, you can send voice mail to the smart phone where it can be played. Additionally, calls can be made from the cell phones but processed by RBS.
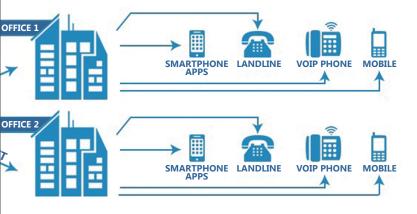
DATA SERVICES

Real Data Services include: Real Data Management, Real Internet, Real FAX, Real Network Management and Security.

It is an advanced platform for Managing and Moving Information.

Full, High-Quality Internet Service

The Real Internet Service includes high quality equipment and minimum interruption. The chances of service interruption are substantially reduced due to the built-in redundancy in our service.

Real Data Management

Real Data Management Service is an advanced high quality and reliable Data Protection, Backup, and Recovery Service. It supports all personal devices, computers, and multiple servers using the same account to backup and retrieve data.

Real Fax

RealFAX is an advanced email-to-fax and fax-to-email service designed for corporate use.

OFFICE 1

SMARTPHONE APPS   LANDLINE   VOIP PHONE   MOBILE

OFFICE 2

SMARTPHONE APPS   LANDLINE   VOIP PHONE   MOBILE

Real Managed Network Services

Real Managed Network Services can include the most advanced security architecture that defends business against network intrusion, malaise, and unauthorized access. The Network Security Services include designing, implementing, managing and supporting business networks.

The combined Voice and Data Services are the essence of the Real Information and Management Platform.

BUSINESS SOLUTIONS

Real Telecom created Solutions with unique features to address the unique requirements of businesses. Although the Real Service Platform is effective for all businesses, we created Solutions that adapt the platform to the nature of various businesses in the economy. The currently provided Business Solutions are:

> **Real Services Platform includes:**
> **Real Medical,**
> **Real Answering,**
> **Real Customer Service,**
> **Real Legal Services,**
> **Real Hospitality Service**
> **and Real Property Management Service**

Real Medical Service (RMS)

RMS consists of software and Real Network services. It unifies functions and features to enable the medical staff conduct its services effectively.

RMS integrates easily with various medical software used by medical centers.

RMS enables phone calls to trigger the processes that display the caller information including the callers' medical records on the recipient's screen. RMS can integrate with medical systems using standard protocols without additional programming. Some old medical systems have not implemented a standard interface protocol, therefore, we will have to develop a custom interface to these medical systems to achieve the needed integration.

Real Answering Service (RAS)

RAS consists of Answering Service Management (ASM) and Answer Service Platform (ASP) modules.

ASM is software that displays the caller information on the Agent's computer screen. The Agent will then recognize the related company and answer appropriately.

It includes Auto Attendant, ACD, Queue, Agent Groups, Night Service, and other functions.

Real Customer Service

RCS is like the Real Answering Service (RAS) with added integration with CRM software.

Real Legal Service (RLS)

RLS enables all phones to operate with the Real Network to receive and make calls. It manages all call processing functions including accounting for each call using

the Case Management Code (CMC codes). All calls and faxes are recordable and archived. A fully featured functionality for retrieving the call records is a standard feature in this service.

Real Hospitality Service

Real Telecom has a customized process to support hotel services. We added functions that clear room phone records when checkout is complete and enable and disable each room extension upon occupancy and checkout. Also, additional functionality for Auto Attendants to support various hotel services.

Real Property Management Service

This is an integrated option in the platform that interfaces the services with the Property Management Systems. Messages between the Real Platform and the Property Management System can be exchanged automatically to reflect the needed function such as: request a maid service, credit status, enable long distance calls, etc.

Real Business Services is Unique in its Capabilities.

- NO BUSY SIGNAL: Callers do not hear a busy signal, nor can the condition exist.
- NO LINE UNAVAILABLE situation: Customers cannot face a situation where all lines are used.
- NO PHONE NEEDED: All extensions can use Real Web Phone as a telephone.
- ELIMINATED THE LINE BASED MODEL: Customers can make and receive unlimited number of calls at the same time.
- Real Business Services include many options to unify all cell phone, SMS, and extension activies so the customers can communicate from everywhere to everywhere.
- The services are managed, supported, and delivered by Real Telecom only. Customers can focus on their business while we focus on delivering the communication services.

Real Business Services Value Propositon.

- Our unique technology enables us to create presence for our customers in multiple locations around the world while the physical presence is in one or more locations.
- We designed the service to be flexible and easily adaptable to all business environments. We added special features for Legal, Medical, Call Centers/Answering Service, Hospitality Services, Property Management, and Incident Handling.
- The Mobile phone, desktop phone, Soft phone, and Real Web Phone are unified. This enables our customers to receive and make calls anywhere they are using any of the devices.

- Our services allow for multiple phones on the same extension. In fact, you can be perceived at your desk anywhere you are by using the Soft Phone, Smart Phone, Real Web Phone, or another phone at your home.
- We can send the Voice Mail as an email attachment to be played on a Smart Phone or Computer.
- Complete call records are available including internal calls.
- NO PHONE LINES. Unlimited inbound and outbound calls at the same time.
- NO OBSOLESCENCE. RBS does not age, rather, it evolves as we enhance it to meet the changing business needs and incorporate future technology.

REAL TELECOMMUNICATION CORPORATION

REALTELECOM.CA
REAL TELECOMM.COM

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Financial Value.

- Real Telecom creates its technology and only its employees support it. Therefore, there is no separate cost for maintenance and support.
- There is no capital investment required. The exception is the purchase or lease of the telephones and needed hardware for the in-premise Service Node.
- No charges of inbound and outbound calls to and from anywhere in North America. No charge for adding, changing, and moving services.
- Real Telecom charges customers per extension monthly.