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# Real PBX Service

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**Communicate  
from Everywhere  
to Everywhere**

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Real Telecommunication  
Corp.

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**REAL**  
TELECOM

**Vodia**

## Table of Contents

Service Description .....	3
Structure .....	3
• Phone Extension .....	3
• Auto Attendant.....	4
• Ring Group.....	4
• Call Queues .....	4
• Park Orbit.....	4
• Paging Group.....	5
• Service Flags.....	5
• IVR.....	5
RealFAX .....	5
Sending a Fax .....	5
Receiving Faxes.....	5
Service Business Models.....	5
Business Model.....	6
Unlimited Scenario .....	6
Limited Scenario.....	6
Service Agreement .....	6

Real Telecommunication Corporation (Real Telecom) is pleased to be the provider for your voice communication service.

## Service Description

RealPBX service is Business Telecommunication Service created in-house using advanced infrastructure to provide businesses with secured, reliable, and high-quality telecommunication platform. RealPBX platform integrates Voice, Fax, and SMS into a single communication environment.

RealPBX service is comprehensive, it includes unlimited concurrent calls and minutes to North America. Since we do not limit the number of calls you will process a higher number of calls than you used to.

Each RealPBX customer must have a plan for answering the inbound calls. Customers may have the Auto Attendant answer the calls, have the calls directed to a Ring Group, or directly routed to a single extension.

RealPBX is a customized service. Before implementation, Real Telecom consult with the customer on designing the PBX service. During the consultation, the customer shares with Real Telecom the business process flow and together design the service structure. Real Telecom implements the design and test it with the customer. Real Telecom will adjust the design as needed by the customer during the life of the service.

## Structure

The available features are too many to list. I encourage you to visit [www.realtelecomm.com](http://www.realtelecomm.com) and select RealPBX. The RealPBX page displays the current documents that help users better understand the system including a comprehensive manual. Please contact us when you have any questions as it is the fastest way for you to get an answer.

The RealPBX service includes extensions for different purposes:

- **Phone Extension:** This extension serves as a communication access point. Each telephone must bind to a phone extension with unique extension number. This extension incorporates features such as voice messaging, welcome prompt, call routing settings,

and voice message to email. Also, it includes integration with cell phone and other features.

- Each phone extensions includes private voice mail.
- Additionally, each extension has prompt facility. You may record and rerecord a private prompt. The caller will hear the recorded prompt on no answer.
- A user of an extension can send text messages to other extension users through the portal.
- Using the extension portal, users can send and receive SMS text messages from anywhere.
- Additionally, users can use the FAX service and enjoy text and voice communication by using the Vodia App or the portal.

Each phone extensions may have more than one telephone in one or more locations attached to it. All attached telephones will ring when an incoming call reaches the extension.

The telephone can be a desktop telephone or our Vodia App. The Vodia App operates on Laptops, Desktops, and cell phones.

- **Auto Attendant:** Auto Attendant is an extension used to automatically answer inbound calls and assist the caller to reach the intended destination. The destination can be a ring group, another service specific Auto Attendant, or a telephone extension. This extension incorporates features that allow for different behaviors depending on the date and time of operation.
- **Ring Group:** The Ring Group extension supports three levels of ring groups each with ring time control and a last step is to either direct the caller to a message box, an extension, or an external number. You can also control the activity of this extension by time and date.
- **Call Queues:** This is a comprehensive extension designed for high volume inbound calls environment. Callers will be placed in queue until an agent is available to attend to their call. Call Queues extension incorporate many features such algorithms to automatically engage the right agent and it also supports multi levels agent groups.
- **Park Orbit:** Sometimes, users wish to place a call on the system for someone that is may not be at his or her desk. The person answered the call may place it on an orbit and call the person via a PA system or Paging Group to pick up the call from the orbit.

- **Paging Group:** This extension enables one phone extension broadcasting announcements or sharing information with a group like public announcements. The group is a list of telephone extensions that are included in any announcement made via this extension.
- **Service Flags:** Some businesses need different call processing at different time and day. This extension facilitate processing calls differently after working hours, allow engaging different Auto Attendant at different times and date, different announcement for holidays and weekend or any other occasion.
- **IVR:** Interactive Voice Response extension features functionality to interactively process inbound calls. It can be used to ask the caller to enter a pin number and accordingly route the call to the right destination. Also, it can be used to link the caller to a system such CRM or banking where further interaction is required.

## RealFAX

Real Telecom offers fax-to-email and email-to-fax services. Using this service, customers can send and receive faxes via email. Our customers can file incoming faxes into preferred folders and send the generated documents as faxes without having to print or use fax machines.

### Sending a Fax

A fax can be sent using Outlook, Gmail, or any other e-mail system. Change the "To:" field to faxnumber@send.realfax.ca (Example: 14168001135@send.realfax.ca), attach the document, and add a front page if desired, and then press "Send."

Faxes will only be able to be sent from authorized email addresses. You will be notified of the fax status via email.

### Receiving Faxes

All incoming faxes will be sent to the email address registered as a recipient. RealFAX will convert the incoming fax to an email and deliver it to the Inbox of the recipient's email system.

### Service Business Models

Telecom services are available in Hosted and Node models. As an example, the Hosted model involves operating the services in our data center, while the Service Node model includes a physical node on the customer's premises that Real Telecom operates and maintains. Large Enterprise customers are best suited to the Service Node model.

## **Business Model**

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

### **Unlimited Scenario**

The scenario offers unlimited concurrent calls and unrestricted usage. It also includes unlimited support, maintenance, training, and add-ons. Real Telecom charges a monthly fee per extension.

### **Limited Scenario**

In this scenario, the number of concurrent calls is limited to an agreed upon number. Support, maintenance, and add-ons and changes are included. Real Telecom will charge lower fees per extension and a fixed fee per concurrent line (call).

## **Service Agreement**

Real Telecom provides its customers with a service agreement tailored to the engagement scope. Following the determination of the customer's requirements, Real Telecom proposes a service agreement to the customer and works with them to refine it. The service agreement may include:

- Real Telecom may provide customers with telephones suitable to their needs. Telephones are priced based on the wholesale cost plus installation charges.
- In the event that a customer needs network installation services, Real Telecom will provide them. Installation may include wiring and equipment.
- Installation and training of the RealPBX telephone system are included. When Real Telecom provides the telephones, there is no telephone installation fee.
- Customers of Real Telecom pay a monthly service fee for each telephone extension. This fee includes unlimited support, concurrent calls, and changes.
- In a Limited Scenario, Real Telecom charges a monthly fee per extension and a separate monthly fee for external calls made concurrently.
- Real Telecom charges onetime fee for each number to be ported.
- Real Telecom charges per minute for in-bound toll-free calls.
- Customer may choose to subscribe to RealFAX service at a monthly fee per fax account.