

# Vonage Business Solutions

## A Better Business Phone System





## About Vonage Business Solutions

- Founded in 2006
- 28,000+ customers
- Leader in VoIP space
- Affordable and feature-rich
- Innovative proprietary software
- Proven, award-winning product
- In-house engineering and U.S.-based support

## The Leader in Mission-Critical Phone Systems for SMBs

Vonage Business Solutions is the leading provider of business-class Voice over IP (VoIP) phone service for small to mid-sized business, and is trusted by more than 189,000 users in the United States and Canada. We're focused on helping businesses grow by making one of their most critical tools – their phone system – do more than ever before.

With cloud-based connectivity, users can work from anywhere while enjoying powerful features capable of supporting any aspect of their ever evolving companies.

Vonage Business Solutions serves over 28,000 businesses through its U.S.-based call center and provides business-class phone service at half the traditional costs, all without requiring a contract.

*"Vocalocity [now Vonage Business Solutions] is great because the price is right, it's got the right features, it does what we need it to do on a day-to-day basis and it allows customers to get a hold of us anytime they want."*

- Rob MacEwen  
Managing Director at Audaxium, Inc.

## Unparalleled Reliability

At the core of Vonage Business Solutions' clear reliability advantage is our unique system architecture and redundancy. To support new customers and sustain customer retention, we have invested tremendous resources in new hardware, software and networking to realize a level of redundancy beyond anything our industry has experienced.

Features such as Call Continuity help ensure our customers have uninterrupted phone service even when they have Internet connectivity problems or something as drastic as a complete loss of power.



## Proprietary Technology and Innovation

Vonage develops and uses its own proprietary technology in-house and is constantly innovating to ensure our customers have the most valuable and effective features possible.

Our proprietary cloud-based communications technology provides a level of service that enables our customers to generate more revenue and better service their own customers – by better managing their overall business.

*“Vocalocity [now Vonage Business Solutions] became our top choice based on price and features. However, the main reason was their personal service and flexibility to grow with us as we expanded across the country.”*

- Steve Belloli  
Founding Partner of Upstream Investment Partners

## Proven Market Leadership

Our market leadership is validated by our consistent recognition by *Inc.* magazine and our recent recognition by Deloitte as one of the fastest-growing companies in America.

External validation of our offerings, and the fact that we are growing faster than our competitors, ensures that selecting Vonage Business Solutions puts your business in the hands of the leading company in the industry.

## Ease of Use

- Scalable
- No-contract service means you can adjust your plan at any time
- Plug and Play
- Provisioning allows for instant updates
- Total control and accessibility with online user portals
- Intuitive mobile apps for iPhone and Android
- Seamless integration with business-class tools



*"We now have a full-featured communications system that will fit us today, tomorrow, and into the future as we continue to grow."*

- Steve Bachman  
 Chairman, CEO at Audit My Books

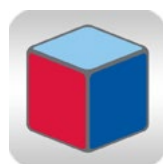
## Plugins and Integrations



Google



Salesforce



SugarCRM



QuickBooks



Web Launcher



Microsoft  
Outlook



Microsoft  
Dynamics



Maps



LinkedIn

## Highlighted Features

Admin Portal  
 Call Continuity Service  
 Call Forwarding  
 Call Groups  
 Call Monitoring  
 Call Park  
 Call Pass  
 Call Queue  
 Call Screening  
 Call Transfer  
 Call Waiting  
 Caller ID  
 Caller ID Block  
 Click to Call Me  
 Click to Dial

Company Call Recording  
 Conference Calling  
 Custom Hold Music  
 Custom Tagging  
 Dashboard  
 Directory Assistance  
 Do Not Disturb  
 Dynamic Caller ID  
 Emergency Assistance  
 International Calling  
 Multiple Devices on One Extension  
 Never Miss a Call  
 Number Portability  
 On Demand Call Recording  
 Online Backup and Storage

Paging Groups  
 Paperless Fax  
 Set Caller ID  
 Seven-Digit Dialing  
 Softphones  
 Unified Messaging  
 User Portal  
 Virtual Mailbox  
 Virtual Receptionist  
 Voicemail  
 Voicemail to Email  
 Voicemail Transcription  
 Vonage Business Desktop  
 Vonage Business Mobile