

## XOPTIONS® FLEX

***Integrated VoIP solution offering unparalleled simplicity, flexibility and value via the XO IP Network***

XO COMMUNICATIONS

XOptions® Flex is a flat rate bundled solution that provides business customers with advanced features, functionality, and value for their voice and Internet services and delivers virtually unlimited local and long distance calling\* with Dedicated Internet Access and Web hosting over a single broadband connection. XOptions Flex is available with Business Lines, Digital Trunks or ISDN-PRI connectivity.

Finally, one source for all your communications needs. XO® simplifies the purchase and maintenance of local, long distance, Internet, and Web hosting services. Everything through one provider. Consolidated on one invoice. For one flat, monthly rate†.

Each XOptions Flex package contains a standard set of features as well as optional à la carte services and applications. And each XOptions Flex Business Line, Digital Trunk or ISDN-PRI package works with your existing analog phones, key system or Private Branch Exchange (PBX)† so there's no new equipment to purchase.

Every XOptions® Flex standard package includes:

- Virtually unlimited domestic calling, plus one Toll Free number with unlimited inbound minutes\*
- Dedicated Internet Access (DIA) up to 1.544 Mbps
- Dynamic Bandwidth Allocation, which increases Internet access speeds, while voice traffic always takes priority for maximum call quality.
- Web-based Online Feature Management
- Web Basics Hosting Package with Junk Mail & Virus Filtering

*XOptions® Flex Standard Business Line packages include:*

- A minimum of 5 phone lines; add up to a maximum of 24 lines.  
Each line includes these standard features:
  - Call Forwarding options including Remote Access
  - 3-Way Calling
  - Call Hold, Pick-up and Transfer
  - Caller ID Name & Number and Caller ID Line Block
  - Call Return
  - Call Waiting
  - Last Number Redial

- Do Not Disturb
- Hunt Groups (sequential, circular, uniform, simultaneous)
- Series Completion
- Basic Voice Mail
- Call Acceptance and Rejection options

*XOptions® Flex Standard Digital Trunks and ISDN-PRI packages include:*

- A minimum of 5 trunks or PRIs; add up to a maximum of 32 voice channels. Each trunk / PRI includes these standard features:
  - Up to 100 Direct Inward Dialing extensions (DIDs)
  - DID, Direct Outward Dialing (DOD) and 2-way DID trunks supported with Wink Start
  - Caller ID Name & Number (for NI2 protocol only)
  - PRI capabilities include support for NI1 or NI2 Protocol

Optional features and applications can be added to any XOptions Flex package on an à la carte basis:

- Account Codes, Verified and Non-verified
- Additional DIA circuit to increase dynamic bandwidth up to 3 Mbps
- Additional DIDs in blocks of 20 and 100
- Additional Toll Free numbers
- Auto Attendant with a host of routing options
- Business Call Center which provides sophisticated call-handling options
- Calling Card
- Conferencing services
- Directory Assistance
- International Outbound calling
- Larger Web Hosting plans
- Managed Security
- Series Completion
- Up to 32 additional voice channels for ISDN-PRI or Trunks packages
- Up to 24 lines additional phone lines
- Voice Virtual Private Network (VPN)



## Why XOptions® Flex? Simplicity, Flexibility and Value.

### **Virtually Unlimited Calling with Flat Rate Pricing:**

No need to worry about amount or type of domestic call being placed and the resulting charges. In addition to virtually unlimited local and domestic long distance outbound calling, XOptions Flex includes one toll free number with unlimited inbound calls. And flat rate pricing is a great cost management and budget tool.\*

**Dynamic Bandwidth Allocation:** Rather than assign fixed capacity for traditional voice and data traffic, XOptions Flex allows the full use of the IP circuit to support data traffic when voice lines are idle. However, voice traffic will always have priority so businesses get maximum utilization and value from their integrated access circuit while ensuring the highest quality of service.

**Online Feature Management:** The web-based administrative portal – called Online Feature Management - allows a group administrator to provision and configure certain resources for a group of end users. Among the functions that can be performed via Online Feature Management include:

- Reset Voicemail passwords
- Enable / disable voice features on existing phone lines
- Configure group services
  - Call pick up groups
  - Hunt groups

**XO IP Network:** XOptions Flex leverages the XO National OC-192 IP network and softswitch technology to provide advanced IP-based voice and data services. And for security purposes, all voice calls travel over a dedicated IP connection rather than the public Internet.

## XOptions® Flex Overview of Optional Applications:

**Auto Attendant** provides businesses with a powerful and flexible tool to field inbound calls and deliver them to the intended destination. The Auto Attendant is reached by dialing an associated phone number or an extension. Once connected to the Auto Attendant, a greeting is played that provides a menu of options to complete call routing.

**Voice Virtual Private Network (VPN):** Enables multi-location businesses to configure private dial plans for on-net call routing. XO will build the dial plans, which will be determined at initial ordering of service and as subsequent locations are added. Users within an enterprise can call each other by dialing the appropriate location code and extension.

**Business Call Center** helps businesses establish technical assistance lines, customer support numbers, or order-taking centers. Call Center builds on the basic Hunt Group service to provide a complete, business-ready application. Hence, call centers inherit all of the characteristics of the Hunt Group service and are also given sophisticated call-handling features like queuing and music on hold.

With a robust set of standard features and an optional suite of productivity-enhancing applications that work with your current phone system or PBX, XOptions Flex is a reliable and secure bundled solution for one or multiple office locations. Add to that the value of virtually unlimited domestic calling\* and the flexibility of Dynamic Bandwidth Allocation, and you'll see why XOptions Flex simplifies the next generation of XOptions by delivering these services over a single broadband connection on the award-winning XO IP network.

**Contact XO®** – For more information, please contact your XO Sales Representative.

\* Flat rates vary by market. 100,000-minute cap on voice usage per location. Overage charges apply.

† To check PBX compatibility, please ask your XO Sales Representative for XO certified phone systems / PBXs.

