

SIP Trunking & Hosted PBX

A comprehensive guide on SIP Trunking & Hosted PBX Services offered by IXICA.....

.....a Canadian owned and operated service provider with high reliability, low rates and excellence in customer service!



IXICA COMMUNICATIONS INC

voice | data | internet designed to meet the needs of Canadian Businesses

SERVICES & BENEFITS MATCHED BY NO OTHER CANADIAN PROVIDER

Considering SIP Trunking or Hosted PBX Solutions for your business? Here are some key facts to consider when choosing a service provider. Before making a choice, be sure to get the facts.

Every year more and more Canadian businesses are looking at migrating their analog based business lines to VoIP based SIP Trunks and hosted PBX Solutions. While there are many providers to choose from, Canadian businesses must be aware of some key facts to help them understand the services and make the best choice for their business.

THE "CANADIAN SERVICE PROVIDER" BENEFITS

- Personal Accounts Manager
- 24/7 Technical support
- SLA of 99.89%
- Nationwide coverage
- Guaranteed - Rates never increase
- Competitive rates guaranteed
- SIP Trunks with unlimited minutes
- Hosted PBX with zero capital cost
- Toll Free, Virtual Fax & PSTN
- Hardware, maintenance and training provided through partner organizations
- Dedicated Data Access and Fiber provided through partner organizations

Dedicated Accounts Manager

Communicating with your service provider in a timely and effective way can be very challenging. At IXICA, we understand your time is precious. This is why we assign a Dedicated Accounts Manager your business. Our business clients can contact their accounts manager by phone and email at any time of the day, on any day of the week and expect a timely response.

24/7 Technical Support

Canadian businesses should be aware that many service providers operate solely on an on-line basis. Contacting someone in emergencies can be challenging or even impossible. At IXICA we provide phone support, and outside of business hours, a very comprehensive e-mail support. Our technical support staff is well experienced with providing support, quickly and efficiently.



SLA of 99.89%

Our services are built on industry leading hardware and software. All of our systems reside within the boundaries of Canada, providing your business with higher security and reliability. SIP services from providers outside of Canada can be subject to intercept by non-Canadian government and private entities. In addition, latency can be much greater when your services are provided by a provider outside of Canada.

In all cases, non Canadian companies are not licensed as a Telecommunications operator in Canada. The only way they operate is through reselling services offered by a Canadian provider. This adds another factor into the service quality, making it less reliable and more complex.

Interop Tested with Major PBX Systems

Our SIP Trunks and Hosted PBX services are tested and proven to work with most major PBX systems. Hence we are able to provide you and your IT staff better support and troubleshooting.

Nationwide Coverage

Our network reaches into all provinces and territories. Unlike other providers, IXICA has an extensive partnership with other Canadian providers. This allows us to provide coverage even in areas where we do not have our own presence, through shared networks and inter-exchange agreements.

Whether your business needs phone numbers in Yellowknife, or SIP trunks in Halifax, IXICA is able to provide the highest coverage of Canada to any business.

Guaranteed Rates Never Increase

As service providers grow in size, they will typically increase monthly service charges. With IXICA, even if you choose to remain as a Month-to-Month customer (no term contracts), your rates are guaranteed never to change. Term contracts will convert to monthly term at the end, and still be charged at the same rate.



Competitive Rates Guaranteed

While shopping for SIP services, you already have or may be in the process of obtaining quotes from multiple providers for comparison.

IXICA provides a rate guarantee that extends to not only pre-sales but also post sales. Upon receiving a copy of a quote from a Canadian competitor for identical services, we will match that rate and discount those rates by an additional 10%, each and every month for as long as you remain our customer. Even months down the road, if our rates are higher than a Canadian competitor's rates for identical services, we will re-adjust your billing going forward.

- **unlimited usage**
- **no per-minute charges**
- **no bandwidth charges**
- **Canada & USA calling**
- **no capping on usage**

SIP Trunks with unlimited minutes

Canadian SIP trunks providers expect you to buy separate channels from each rate center, if you want to be able to call unlimited to those areas. IXICA's SIP trunks are non-geographical. This means on a single SIP channel, your business can call across the whole country without incurring long distance or additional charges.

IXICA provides Canadian and Canadian/USA channels. Canadian channels provide your business with SIP channels on which calls can be made to anywhere in Canada without per-minute or long distance charges. Canadian/USA channels provide your business with SIP channels on which calls can be made to anywhere in Canada and the USA, without having to pay for minutes or long distance.



Hosted PBX with Zero Capital Cost

Businesses with 10 or fewer users per location and without a budget for expensive hardware can benefit from Canada's most diverse and feature rich Hosted PBX System.

Trusted by thousands of users across the country, the cost of a Hosted PBX system may be only a fraction of the cost of your current analog phone lines every month. Speak to your IXICA Dedicated Accounts Manager for more information on whether a Hosted PBX Solution is right for your business, or [follow this link](#) for a full brochure & list of available features.



Toll Free, Virtual Fax & PSTN

Take advantage of our add-on services such as Toll Free numbers (Canada & USA), Virtual (electronic) fax services, Data & Internet Access and analog PSTN lines.

IXICA can provide add-on services to make your bill management simpler and have all your services on a single bill.



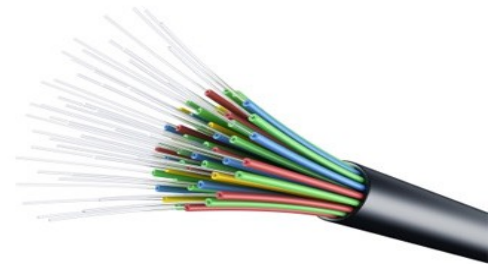
Hardware, Maintenance & Training

Transitioning from an analog communications system to SIP can be very intimidating. IXICA partners with some of the most experienced hardware sales and maintenance companies. These are Canadian partners who have decades of experience with analogue and SIP based systems.

Our partners are able to deliver high quality, industry standard hardware, installation, cabling, maintenance and training. Contracting an experienced Canadian company can mean the difference between a solid and stable system, or days of downtime affecting your business.

Dedicated Data Access & Fiber

IXICA can provide fiber and data access to deliver voice and data (internet) on a single connection. When voice & data is delivered on a single connection, your SIP Trunks and Hosted PBX will have QoS and other important priority configurations, making your network more stable and secure. We can ensure that your voice traffic never transits through the public internet.



We look forward to welcoming your business as our next client. Please speak with your Dedicated Accounts Manager on the next steps in getting your account set up! Thank you for considering IXICA.

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