STLCOM.COM
Technology made *easy*.

TOTAL VOICE

STL offers voice services for your organization in three different delivery models:

Total Voice Cloud, Total Voice Hybrid Cloud and Traditional Purchase

NEVER BUY A PHONE SYSTEM AGAIN!

All three models include the following features:

- ✔ All the latest Unified Communications features - Powered by Avaya
- ✔ Desktop device of your choice - VoiP, digital, analog, softphone, mobile app
- ✔ Voice mail with integration to email
- ✔ Cellular Smart phone integration, both iPhone and Android devices
- ✔ Multi-party audio conferencing bridge
- ✔ E911 Services

SOLUTION COMPARISON MATRIX	Total Voice	Total Voice Hybrid Cloud	Traditional Purchase
Operating expense	Yes	Yes	No
System admin moves/changes included	Yes	Yes	No
Software updates included	Yes	Yes	Optional
Video Conferencing	Yes	Yes	Optional
Porting of existing numbers	Yes	Yes	No
Disaster recovery services	Yes	Optional	Optional
Trunking/Carrier/network Services Included	Yes	Optional	No
Domestic Long distance Included	Yes	Yes	No
Complete redundancy	Yes	No	Optional
Generator Back-Up Hardened Data Center	Yes	No	No

Powered by
AVAYA Edge ℠
Diamond

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10 Frequently Asked Questions

1 **How much does it cost?**
If you have less than 25 users, the standard pricing is $49.95 per user, per month. If you have more than 25 users, the standard pricing is $37.95 per month.

2 **Does the price include everything I need?**
Yes! Unlike most of our competitors, our price includes all phone sets and all necessary equipment both onsite and in the cloud.

3 **Is support included?**
Yes again! STL provides all support, including remote moves and changes. In the unlikely event of an outage, STL will even send our certified technicians to your office to troubleshoot and fix the problem.

4 **Do I still need telephone lines?**
NO, NO, NO! All your traditional, expensive phone lines or T1s go away. Our Total Voice service utilizes the latest carrier services that are included in the monthly price - all you need is internet connectivity. Plus 500 minutes of long distance per user (pooled for your entire company) is included.

5 **Is the service reliable?**
STL has invested in the best technology available from manufacturers like Avaya, HP, SonicWall and Nimble Storage, all residing in the most secure environment possible at the N+1 Tierpoint data center in St. Louis.

6 **Can I get advanced features?**
Standard pricing includes multi button phone sets, voice mail to email integration, cellular smart phone integration, audio and video conference bridges and more. More advanced features like call accounting, call recording, call center features and more are all available for additional charges.

7 **How long is the contract term?**
Contracts are for 60 months with fixed pricing for the entire term. The only time your price goes up is when you add more users.

8 **What happens if my office loses power or internet connectivity?**
While your office desk phones will not work if this happens, all calls can easily be rerouted to mobile apps, cell phones or even home phones if necessary because your core system resides in the cloud.

9 **Can I keep my existing phone numbers?**
Yes, STL will work with you to port your existing numbers to our Total Voice platform.

10 **What about E911 emergency calls?**
No problem; STL will register your location information so calls are sent to your local Public Safety Answering Poing (PSAP) so First Responders (fire department, police and EMTs) can properly respond).