



# Voice Solutions



## Customized Solutions to Meet your Business Needs

First Communications offers a number of integrated voice solutions that enable growing businesses to cost effectively communicate with their customers, employees, partners, and suppliers. First Communications provides both the voice and data services, so that you don't need to purchase your internet connectivity separately from different suppliers, which fosters high quality service. Utilizing Analog T1, PRI (Primary Rate Interface), and SIP Trunking, we can deliver the solution that your business needs.



## Included Features

### Included in Monthly Price

- AdTran Router & 8 IPs
- 1,000 LD/Toll Free Minutes
- Unlimited Local Calling
- Caller ID Number
- Up to 2 Blocks of 20 DIDs

### Included on Analog or PRI

- Caller ID Name
- Web-portal Forwarding
- Multi-Exchange (up to 5 numbers)
- DID Outpulse
- Account Codes

### Included on Analog

- Class 5 Features: Voice Mail, Call Waiting, 3-way Calling, Call Forward Don't Answer, Flash Hook Transfer

### Optional Features

- Block 3+ of DIDs
- 1 RCF (includes 1 path)
- Toll Free
- Fax-to-Email
- Additional Listing
- Additional Voicemail Boxes

## Benefits



### Converged Voice & Data

Go beyond standard voice delivery with a full digital network that integrates with your data network. Take advantage of the latest advances in technology to enhance your communications.



### Crystal Clear Call Quality

Clear calling has never been more important. Don't be distracted and frustrated by low quality connections that inhibit effective communications between employees, customers, and business partners.



### Flexible, Feature-Rich Voice Solutions

Whatever your communication needs, we have the features to meet your requirements. In addition to local and long distance calling, we offer voice-mail, caller ID, three-way calling, call transfer, three-way conferencing, as well as a host of other options.



### Increase Call Capacity

Easily add lines, features to increase productivity and efficiency as your business grows.



### Reduce Costs

First Communications Voice Solutions are up to 50% less expensive than comparable traditional line services.



### Five-Star Support 24x7x365

Our experienced and responsive technical experts offer Five-Star customer support whenever you need it, 24x7x365.



## Analog T1

### Included Features

- Unlimited Local Calling
- Caller ID Number
- Caller ID Name
- Account Codes
- 3 Way Calling
- Automatic Callback (\*69)
- Call Forward Don't Answer
- Call Forwarding
- Call Forwarding Busyline/Busyline Transfer
- Call Forwarding Variable
- Call Hold
- Call Park
- Call Transfer
- Call Waiting
- Call Waiting with Caller ID
- Caller ID Blocking (per call)
- Hunting
- Remote Access to Call Forwarding
- Repeat Dialing
- Speed Calling

### Optional Features (Add'l Cost per Month)

- Toll Free Number
- Additional Listing
- Fax-to-email
- Voice VPN
- 1 RCF (includes 1 path – add'l paths available)

## PRI

### Included Features

- Unlimited Local Calling
- Caller ID Number
- Up to 2 Blocks of 20 DIDs
- Caller ID Name
- Failsafe Routing
- Multi-Exchange (up to 5 numbers)
- DID Outpulse
- Account Codes

### Optional Features (Add'l Cost per Month)

- Block 3+ of DIDs
- Toll Free Number
- Additional Listing
- Fax-to-Email
- Multi-Exchange

## About First Communications

**First Communications** is a leading technology solutions provider offering data networking, voice, and managed services throughout the Midwest.

Headquartered in Akron, Ohio and with a 24x7x365 Network Management Center in Chicago, First Communications is dedicated to pairing effective customer communications with next generation technology.

Combined with a strong focus on the customer experience and operational expertise, First Communications bridges technology with world class customer service.



**For more information,**  
call your local sales representative,  
or **800.860.1261**  
[www.firstcomm.com](http://www.firstcomm.com)

## ★★★★★ The First Communications Five-Star Service Difference

We are **100% committed** to providing you with the highest level of customer service in the industry. To accomplish this, we provide you with a team of dedicated, highly trained and empowered specialists to ensure a Five-Star service delivery experience.

### Here's how we are different:



#### **We provide a Customized Solution**

Your dedicated, highly experienced Sales Engineer will perform a thorough assessment of your current environment and service needs, and will work with you to design a customized solution.



#### **You get a dedicated Project Coordinator and a smooth implementation**

Your dedicated and experienced Project Coordinator will guide you through the implementation process, so that your custom designed solution is installed in a seamless and professional manner.



#### **You get Five-Star support from a dedicated Client Relations Manager**

After installation, your dedicated Client Relations Manager (CRM) will serve as a single point of contact. As your business and network needs grow, your CRM can assist with configuration changes, the addition of new locations, or any other support you might need.

