



FREE POLYCOM AND YEALINK PHONES

- Reduce Costs and Improve Cash Flow.
- Eliminate Obsolescence
- Effortless Moves, Adds and Changes.
- Powerful Security, Quality and Reliability.

50+ Features Premium Voice Line

\$ 19.95 mo.

UNLIMITED LOCAL & LONG DISTANCE

US, Canada & Puerto Rico

Benefits of Hosted IP PBX

- Cutting edge Technology
- All-inclusive
- No maintenance
- Automatic upgrades
- One, low monthly fee

About Us A 24-year Track Record

Virginia based, Norstar Telecom is a trusted IT, data, internet, unified communications and security provider. Today the company offers complete managed services, IT, voice, Cloud PBX, internet & broadband communications at a significant cost savings over traditional phone companies throughout the country.

Our seasoned team of telecommunications professionals has just the right blend of experience and technical expertise to converge your communications seamlessly into a single, total solution. No other provider has developed such a comprehensive and affordable solution. Your business gets Fortune 500 technology and functionality for one low fixed monthly fee.

We design our solutions to help users integrate low-cost, yet feature-rich voice, data, and video applications at the desktop. Our bundled package includes unlimited local and long-distance service, low international calling rates, advanced desktop IP phones, and 24/7 support. In addition, Norstar includes enhanced applications, such as softphone conference calling, e-fax, follow-me service, and web based management among it's more than 50 features.

Although Norstar's solutions scale to any size installation, they fit perfectly with the small to medium sized businesses. Also, certain vertical markets are particularly well suited to this concept. Professional service firms, office suites, businesses with telecommuters, small offices, home based businesses, and multi-location businesses are just a few business types that should consider the Norstar service.

At Norstar, customer satisfaction results not just from what we develop, but how we support it. We provide our customers with the peace of mind that they will receive the best support possible from knowledgeable, responsive, and reliable staff. We offer a full complement of support services to enhance each customer's technology investment and we provide all the necessary technical resources to supplement your in-house capabilities.

Each support service comes standard with your Norstar package:

- Installation Services
- Dedicated 24/7 Technical Support
- User Dedication

Using the latest in broadband technology, Norstar maximizes your telephone and internet performance for pennies a day. With our service, you won't need to purchase costly PBX equipment. Instead, you'll receive everything you need to communicate in one, cost effective package. Norstar's complete communications solutions will save your business valuable time and money.

11710 Plaza America Drive, Suite# 2000
Reston, VA. 20190

Toll Free: 888.755.4589 Tel: 703.757.4005

Email: sales@norstartelecom.com Website: www.norstartelecom.com



Norstar Benefits



- **Free Phones**
- **No Capital Costs or Financing Required**
- **Geographic Independence through Multiple Office Connectivity**
- **Complete Scalability**
- **Valuable Office Space Preserved**
- **New Productivity-Improving Features**
- **Lower Risk From Technology Obsolescence**
- **Complete Support 24 x 7**
- **Built-in business Continuity**

Major Benefits

Bundle of Meaningful Benefits

PREMIUM VOICE LINE \$ 19^{.95} mo.

UNLIMITED LOCAL & LONG DISTANCE

In addition to a low-cost, complete communication package, your business will benefit from:

- **No Capital Costs**
No other provider today offers such a complete and affordable solution. Since you receive everything in the Norstar service packages for one modest monthly fee, you don't need to tap your business resources for large capital outlays.
- **Geographic Independence**
With Norstar, your staff can be located in multiple locations anywhere in the country or the world. Your business communications are not only at peak performance within your corporate location, but you can now connect all your branch office locations in a snap.
- **Scalability**
Norstar can address the communications requirements of any size business. So, as your business grows, Norstar can adapt your solution accordingly with no degradation of service.
- **Office Space Preserved**
Since Norstar manages your entire communications network, you won't need to devote large areas of your office to house equipment or hire additional staff to maintain it. Plus, your business will not have to pay property taxes on communications facilities or capital equipment.
- **Productivity- Improving Features**
In addition to maintaining the latest in network technologies, The Norstar service packages come standard with a host of high-end features, such as unified messaging, automated attendant, conference calling, e-mail and e-fax. These advanced features streamline business operations and improve employee productivity.
- **Low Risk**
Since Norstar becomes an extension of your in-house staff and completely manages your company's communications, you have no responsibility or risk for evolving technology. Plus, Norstar routinely upgrades the network and customers equipment with the latest technology and applications as they become available.
- **Complete Support**
A 24 x 7 support and maintenance program is included with your Norstar service package. You won't get dinged for costly upgrades or every time you need to add, move or change equipment.

11710 Plaza America Drive, Suite# 2000
Reston, VA. 20190

Toll Free: 888.755.4589 Tel: 703.757.4005

Email: sales@norstartelecom.com Website: www.norstartelecom.com



Plan Features

50+ Features

Features

Description

Features	Description
Basic Features	Includes all the basic phone functions like caller ID, call forwarding, call hold, call transfer, call waiting, call return, 3-way calling, redial, do not disturb, speed dial and hook flash.
Call Forwarding	Call Forwarding Always allows you to forward all your incoming calls to a different phone number, such as your home office or cell phone. This feature can be adjusted to forward calls, when your phone is busy, unanswered or unreachable.
Fax to Email	Incoming facsimiles can be sent directly to an email.
Extension Dialing	Using a 2 to 6-digit extension, users can call coworkers within their company regardless of location.
Music on Hold	Enables an administrator to upload an audio file when a call is placed on hold.
Sequential Ring	Ring multiple phones sequentially when calls are received.
Simultaneous Ring	Ring multiple phones simultaneously when calls are received.
Voicemail to Email	Enables voicemails to be sent directly to a specific email address with an audio attachment.
Web Portal Management	A web tool allowing employees and management to facilitate a variety of phone functions via the web.
Speed Dial	Speed Dial 8/100 Enables users to dial one or two-digit codes to call up to 8/100 frequently-called numbers or long strings of digits that are hard to remember.
Unlimited Calling	Unlimited Free local, long distance calling to U.S., Canada & Puerto Rico



Plan Features continued

Features

Description

Features	Description
Call Park	Enables users to hold a call and retrieve it from another station within a group.
Calling Line ID	Offers the capability for the outgoing number to be revealed or blocked by the employee.
Push to Talk / Intercom	Enables user-to-user intercom service across an enterprise. Can be configured for the called station to answer automatically.
Remote Office	Allows users place and receive calls from any phone as if they were in the office, avoiding long distance fees and hotel calling surcharges.
Hunt Groups	Hunt groups can be created to distribute an incoming call to a specific group of numbers in a variety of schemes (e.g. calls are send to the first person available on a list, beginning where the last call left off.)
Voice Messaging	Voice Messaging allows users to customize their personal greeting. Users can also listen to forward, delete and save each voice message they receive. During playback, users can fast forward, skip, rewind or pause
Voice Mail Portal	Enables users to configure their voice service settings from anywhere they have internet access through an easy-to-use web portal.
CommPilot Call Manager	A web-based tool that allows users to facilitate a variety of phone functions via the web - click-to dial, answer call, call hold & transfer, and configure services.
Toll-Free Numbers	Toll-free numbers can be configured to forward toll-free calls to your auto-attendant, hunt group, call center, or any other extension you feel would benefit your business and your customers. Toll-free minute bundles are also available.
Vanity Telephone Numbers	You may request vanity toll-free numbers—like 1-800-FLOWERS—to help you gain mindshare with your customers. If a number you request is available, we will add it to your account just like any other toll-free number.



Detailed Features

Automated Attendant

A customizable automated system that can replace the need for a receptionist. Available to callers 24-hours a day. Transfers calls (dial by extension, name, company directory or workgroup). If a call is not answered or the line is busy, the automated attendant will automatically send the caller to voice mail.



Features

Description

IVR-Automated menus	Allow incoming callers to self-direct calls to the appropriate party, which ensures an efficient calling experience.
Customizable Menu Options	Enables businesses to customize the auto attendant to meet their unique needs
Dial by Extension	Allows callers to reach employees by dialing their extension at any time during the auto attendant greeting
Dial by Name	Allows callers to reach employees by dialing the letters of the employee's first or last name.
Holiday Schedule	Group administrators can designate business holidays and set an after-hour greeting for those scheduled dates.
Day/Night Schedule	Enables group administrators to establish a different Auto Attendant greeting and call flow outside of normal business hours or Receptionists.
Transfer to Operator	A business can configure the phone menu options to include a transfer to the operator or front desk receptionist, for example.
Record Greeting Remotely	Enables group administrators to record greetings remotely in case changes arise unexpectedly.
Record User Names	Employees can record their name associated with their greeting, this name is played when callers dial by name or extension from the Auto Attendant.
With Hosted PBX: All Inclusive No Maintenance No Support Contracts Fixed Monthly Cost Fully Managed Scalable Solution Guaranteed Quality of Service (QOS)	 Money-Back Guarantee: Get started, risk-free, with our 30 day money-back guarantee. Award Winning With a full suite of native features and a broad range of optional add-on features, easy to access and manage, you have all you need for smart communications.



Detailed Features

Audio Conferencing & Collaboration

Integrated web and audio conferencing functionality supports 2 to 97 participants per call, allowing users to schedule anything from team meetings to prospect-facing webcasts. Easily create, view, modify, and send conference reservations through the web portal. Service includes conference recording and playback capabilities.

Features

Description

Features	Description
Audio & Web Conferencing	Provides one platform for audio conferencing and document sharing.
Web-based Conference Management	Allows users to quickly create audio and web conferences, setting presenters, recurring conferences, and reminder notices. Reservations can be easily viewed, modified, and sent through the web portal.
Small to Large-scale Conferencing	Conferencing supports 2 to 97 participants per call allowing users to schedule anything from team meetings to prospect-facing webcasts.
Conference Setting Controls	Multiple controls allow presenters to record the conference, mute/drop participants, lock conference, and more.
Record Conferences	Record conferences for playback at any time to free up presenter's time from re-presenting over and over again or save recordings as knowledge references.



System dashboard • Call routing • Auto attendant • Fast installation • Music on hold • Call transfer • Voicemail • Ring group/hunt group • 3-way conferencing • Call queue • Call recording • Message waiting • Busy Lamp Field (BLF) • Intercom/paging • Remote extension dialing • CDR search • Remote management using web-user interface • Unlimited local and long distance in U.S., Canada and Puerto Rico.



Fixed Fee
 Unlimited Use
 Full Mobility & Portability
 Multi-location
 Any Service - Any Place



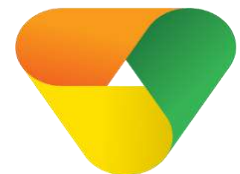
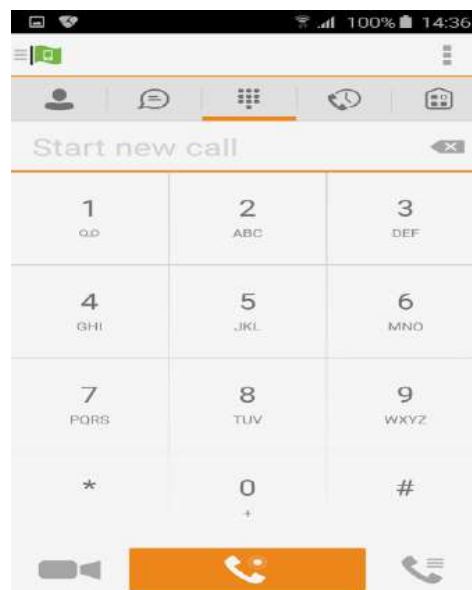
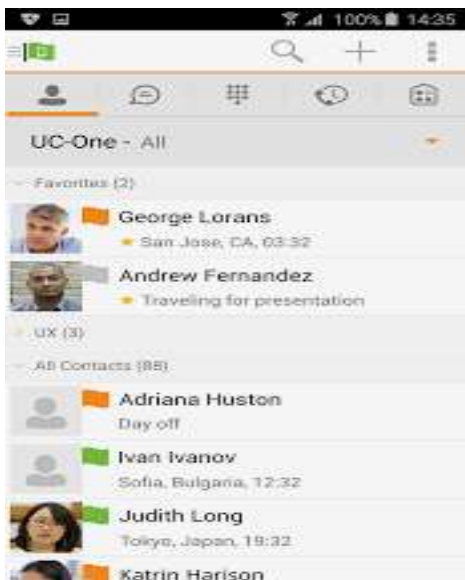
Mobile App:

UC-One Mobile Application provides end-users with a unified communications experience across mainstream mobile and desktop platforms including Windows, Mac, iOS and Android. UC-One app allows users to access voice, video, instant messaging and presence applications. End-users will enjoy the freedom to access their services from the device of their choice.

Benefits

Description

One Identity	Users have one identify across all services, voice, video and Instant Messaging & Presence
Access from any device	Access all of your communications services from any device, including your desk phone, desktop, laptop, mobile or tablet
Synchronization	All communications preferences and contacts as well as their contact information are synchronized across devices
High-Definition Voice and Video	Voice and video calls are enhanced with the highest quality voice
Seamless Transition	Users can start a call on their desk phone - and seamlessly move to their mobile device



UC-One 2018

NORSTAR ADVANTAGE:

One Bill
Complete Coverage
Customized Solutions
24 / 7 / 365 Support
Flexible
Cost Efficient



Frequently Asked Questions

What do I get after I sign up for NORSTAR?

We provide you with the latest in business phones for crystal clear calling. You can utilize the latest software upgrades combined with free equipment breakage replacement inclusive in your plan.

You will also receive unlimited calling both local and long distance (US, Canada & Puerto Rico) plus 50+ features!

Does the cost of Norstar's business plan include calls?

The monthly cost of the Norstar plan includes unlimited calling within the Norstar network. All local & long distance calls are included.

What special equipment is required for Norstar service plans?

In most cases Norstar will provide your business with all necessary equipment. Routers & PoE switch is often required.

Is technical support included in my NORSTAR service plan?

All Norstar network and product support is included in your agreement.

If I purchase the equipment, will Norstar still provide support?

Yes. We will manage the network and provide support to your business similar to what we offer in our monthly program. The only difference will be you own your equipment and will not be paying a monthly fee.

What happens if one of my desktop devices is not working properly?

You can place a call to Norstar technical support at 1-800-300-8606 to begin the problem solving process. We will try to correct the situation over the phone. If we cannot solve the problem on the initial call, we will deliver and configure a new device to your location

Do I pay for product upgrades?

Network product and software upgrades are all included in your Norstar business package. You would only pay for additional products and/or services to your existing agreement. In addition new standard features and functionality will be included as they become available.

What is the cost for add-ons, moves and changes?

The fees for add-ons, moves and changes are included in your Norstar agreement. You pay only for additional extensions, products and/or services to your existing agreement.

Frequently Asked Questions continued

What's the difference between broadband telephony and Voice over IP?

Both concepts refer to the same type of technology. Broadband telephony uses your broadband (or high-speed) Internet connection to route phone calls. Voice over IP means phone calls are routed over IP network. In both cases, the network that calls are routed over can be the public Internet or a private IP network. With Norstar, all cases are routed over a private network so the highest quality of service can be maintained.



Can we use our existing phone handsets on your network?

To access our network and services you will need a SIP based IP phone. A traditional handset will not work on the Norstar network. However, you may be able to use an Internet Access Device that connects to your existing phone. We have tested numerous IP phones and have selected the ones with the best functionality and reliability. So, to ensure the best quality service, we offer three model choices to business customers.

Is the voice quality the same as what we're used to getting from traditional phone network?

Yes. Because Norstar calls are transmitted over a private network and not the public internet, you can be assured of the best voice quality available.

Do you provide any Web support?

Norstar provides each customer with Web interface tools. You can access your account via the web and perform a variety of administrative and technical functions.

What networking equipment do the NORSTAR service plans require?

You will need an IP phone, Ethernet switch and router. Norstar provides all the necessary equipment.

Can I transfer my current business number(s) to my Norstar service plan? Toll Free Numbers too?

Yes. Customers can transfer their existing numbers, along with any toll free numbers to their Norstar service plan.

Can the music-on -hold for Total Office be customized?

Yes, as long as we can make a .au or .wav audio file. Please note it is the customer's responsibility to provide sufficient documentation supporting the acquisition of the rights to use a piece of music as it applies to copyrights and other legal media rights.

How do I sign up for Norstar services?

It is fast and easy to initiate a Norstar service. Give us a call at 1-888-755-7776 or 1-703-757-4005, or visit www.norstartelecom.com.