

## What is Applewood?

### **Quality and Value**

*Applewood Communications is a privately held company located in Central Virginia which offers turn-key communication solutions with all customer care, billing and technical support provided solely by Applewood personnel.*

*We have established ourselves in the communications industry after eight years of customer service and we are entirely located in the United States. We pride ourselves on great customer care, quality services at fantastic prices and a simple monthly invoice that can be paid either through a credit card or bank draft.*

*There are many providers out there, but very few have low rates, exceptional customer care, and cutting edge technological services. Our solutions empower the small businessman with the same communication tools as larger enterprises at extremely affordable prices.*

*If you are looking for a quality communications solution for your company services then you have come to the right place!*



### **Applewood Communications**

436 Lynchburg Ave  
Brookneal, VA 24528

Phone: 888-218-4060  
[www.myapplewood.com](http://www.myapplewood.com)



## **Applewood iPBX Solution**

***Empowering the  
business owner with  
affordable choices***

**Telephone: 888-218-4060**

# Applewood Business Solutions

## Applewood Hosted iPBX

Applewood offers you a hosted iPBX that is loaded with features, easy to manage, and most of all — is affordable. Applewood's iPBX allows your business to significantly reduce your monthly phone costs by just using your existing broadband internet connection. We will work with you on equipment needs to ensure that you are provided with the best service along with a variety of innovative and productivity enhancing phone service.

This is a perfect solution for your business, your office, work from home, field and service locations — we can connect them all — all using broadband internet solutions. We offer an advanced feature set, attractive pricing packages, and complete reporting for your business needs.

A full-featured enterprise VoIP iPBX solution that includes everything you need — all at a price that can't be beat with support included!

## Customer Service

Applewood has a dedicated sales and support team ready to help your business make choices which will best suit your needs. During the pre-sale phase of your selection, we will assist from price quotations to testing to circuit turn-up. We will also help with your post-sale requirements from billing questions to any move or change orders. Our team will help ensure network performance and resolve trouble tickets so your mission-critical applications are always operating efficiently.

## iPBX

Package	Minutes	Incoming Lines & Extensions	Price
<b>Home Office</b>	1,000	1 Incoming Line & 5 Extensions	\$49.95
<b>Small Office</b>	2,500	3 Incoming Lines & 10 Extensions	\$99.95
<b>Medium Office</b>	5,000	5 Incoming Lines & 25 Extensions	\$249.95
<b>Enterprise</b>	10,000	10 Incoming Lines & 40 Extensions	\$399.95

## Additional Services

### **Packages of additional minutes**

- 1,000 additional minutes — \$20.00/mo
- 3,000 additional minutes — \$60.00/mo
- 5,000 additional minutes — \$100.00/mo
- 7,000 additional minutes — \$140.00/mo
- 10,000 additional minutes — \$200.00/mo

### **Packages of additional extensions**

- Up to 5 additional extensions — \$4.95/mo
- Up to 15 additional extensions — \$9.95/mo
- Up to 30 additional extensions — \$15.95/mo

### **Initial Set-up**

- As LOW as \$250.00 one time set-up

### **Additional DID**

- \$2.95/mo per additional DID

### **MORE INFO**

- Bandwidth — dependant upon line requirements
- Prompts — up to 1 page free
- Each additional half-page — \$75.00
- Equipment (Phones)
- Our suggestion is Polycom — either 350 or 550

## FEATURES

### **Business Features**

- Completely hosted PBX with local and long distance service delivered over broadband with full Administrative Support
- Auto Attendant — Dial by name, extension or company directory.
- Extension Dialing regardless of location
- Non-blocking dial-tone service
- Music on hold — customizable
- Ring groups
- Call park or Call pick-up

### **Line Features**

- Caller ID with name
- Call waiting
- Caller ID blocking
- Call transfers — blind and supervised
- Call forwarding
- Call park
- 3-way Calling
- Do not disturb (DND)
- Distinctive ringing — extension vs. PSTN call

### **User Features**

- Direct dial telephone number
- Extension dialing—great for home office employees
- Personalized voicemail
- Find Me Anywhere
- Integration with Salesforce and Microsoft Outlook
- Local time zone display
- Multiple call forwarding
  - On busy
  - On "no" answer
  - Unconditional
  - On Internet outage