

# Make Communications Simple.



**BORDERLESS COMMUNICATIONS**

SEAMLESS PRODUCTIVITY  
IN THE OFFICE  
ON THE JOB SITE  
NO CAPITAL EXPENSE  
FUTURE PROOF

**Borderless is here.**  
And it's rapidly changing  
the way business communications

**The Simple Choice**  
Now you can operate your business with the same cutting edge VoIP technology as some of the largest companies in the world... at a fraction of the cost.

- More features than a \$50,000 PBX phone system.
- Powerful business building capabilities, but simple to use.
- Unlimited local and long distance calling anywhere in the US and Canada.
- Extremely low international calling rates.
- 100% scalable as big as you want to grow.

**Stable, Secure Platform**  
You can be confident with your decision because BorderlessVoIP is built on one of the most stable hosted PBX systems available anywhere. And your voice and data will travel securely over 23,000 miles of the world's newest, most advanced fiber optic networks to date.

**True Business Phone Solution**  
Don't confuse Borderless VoIP with residential or so-called "business" VoIP from mass marketers. This is a true enterprise-grade phone solution.

**BORDERLESS COMMUNICATIONS**  
Converged Voice and Data Solutions



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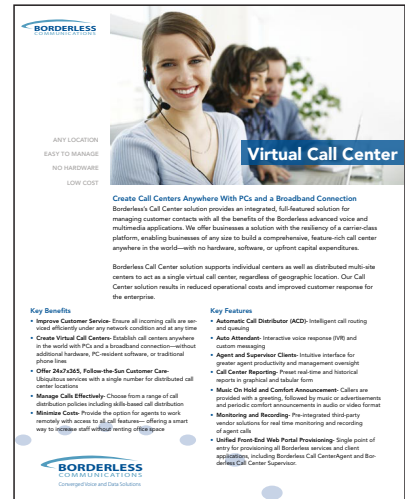
SEAMLESS PRODUCTIVITY  
IN THE OFFICE  
ON THE ROAD  
IN THE HOTEL  
IN THE HOME

**Borderless Communications**  
A powerful business communications  
solution for a virtual workforce

**Mobile Productivity Just Took a Quantum Leap Forward!**  
Introducing BorderlessAnywhere™, our powerful Unified Communication solution that allows business people to make and receive calls from any location, at any time, on any device. They can use mobile phones, land phones, or soft phones with only one number, one dial plan, and one voice mailbox plus a unified set of features across all devices—No IP Phone Required! Further, BorderlessAnywhere users to seamlessly "seam" calls between devices—if you need to leave your office at 5pm, just move the call from your desk phone to your mobile phone without the person you're talking to noticing.

**Breakthrough in VoIP Technology**  
BorderlessAnywhere is not simply call forwarding, find-me, follow-me, or simultaneous ring. It's quite possibly the biggest breakthrough in IP telephony as it relates to simplifying communications and enabling today's mobile, virtual workforce. This is a "Killer App" for niche businesses where mobility is critical. Real Estate Agents, Field Salespeople, Executives, and Truck Drivers will find real value in the freedom that comes with simplifying and unifying their communication.

**BORDERLESS COMMUNICATIONS**  
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**BORDERLESS COMMUNICATIONS**

ANY LOCATION  
EASY TO MANAGE  
NO MAINTENANCE  
LOW COST

**Virtual Call Center**

**Create Call Centers Anywhere With PCs and a Broadband Connection**  
Borderless's Call Center solution provides an integrated, full-featured solution for managing customer contacts with all the benefits of the Borderless advanced voice and multimedia applications. We offer businesses a solution with the resilience of a centralized platform, enabling businesses of any size to build a comprehensive, feature-rich call center anywhere in the world—with no hardware, software, or upfront capital expenditures.

Borderless Call Center solution supports individual centers as well as distributed multi-site centers to act as a single virtual call center, regardless of geographic location. Our Call Center solution results in reduced operational costs and improved customer response for the enterprise.

**Key Benefits**

- **Improve Customer Service:** Ensure all incoming calls are answered efficiently under any network condition and at any time.
- **Create Virtual Call Centers:** Establish call centers anywhere in the world with PCs and a broadband connection—without additional hardware, PC vendor software, or traditional phone lines.
- **Offer 24x7x365, Follow-the-Sun Customer Care:** ubiquitous services with a single number for distributed call center locations.
- **Manage Calls Effectively:** Choose from a range of call distribution policies including round robin call distribution.
- **Minimize Costs:** Provide the option for agents to work remotely with access to all call features—offering a smart way to optimize staff utilization and operating expenses.

**Key Features**

- **Automatic Call Distributor (ACD):** Intelligent call routing and queuing.
- **Auto Attendant:** Interactive voice response (IVR) and custom messaging.
- **Agent and Supervisor Clients:** Intuitive interface for greater agent productivity and management oversight.
- **Call Center Reporting:** Present real-time and historical reports in graphical and tabular form.
- **Music On Hold and Customer Acknowledgment:** Calls are provided with a greeting, followed by music or announcements and periodic comfort announcements in audio or video format.
- **Monitoring and Recording:** Pre-employment third party vendor solutions for real-time monitoring and recording of agent calls.
- **Unified Presence and Web Portal Presence:** Single point of entry for provisioning all Borderless services and client capabilities, including Borderless Call CenterAgent and Borderless Call Center Supervisor.

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## Complete packages or individual services to fit your business needs.

### BROADBAND T-1 AND ADSL SERVICES

Increase your business communications with ADSL and T1 Services. Borderless ADSL and premier T1 services – give you faster upload and download Speeds. ADSL comes with free equipment on selected services. And with our T1 service we'll give you the installation, equipment and first month of your T1 service **all for free.**

#### Included Features

- Mission critical service
- Built-in firewall
- Static IP address
- Professional installation

### BUSINESS VOIP SERVICES

- Unlimited Local and Long Distances Options
- Bundles with your unused Internet Bandwidth – No Local line charges
- Caller I.D.
- Voice Mail
- One page billing
- Inexpensive International Rates
- Toll Free Services
- Music on Hold
- Remote Office- Enable any phone at any remote location
- Call Forwarding
- Voicemail to Email

Contact Sales at: 248-230-4667 or sales@borderlesscommunications.com

