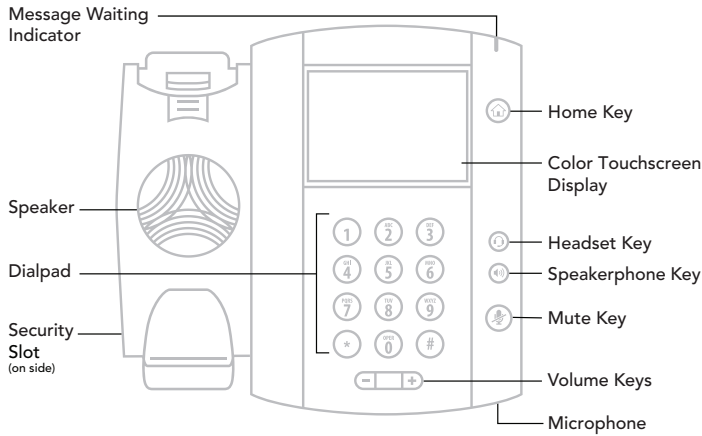


123NET PROVIDES ENTERPRISE DATA CENTER, NETWORK & VOICE SERVICES TO MICHIGAN BUSINESSES



CALL HANDLING

To Answer a Call

- Pick Up Handset
- Touch **'Answer'** Soft Key
- Touch Speakerphone Key

To Answer When On an Active Call

- Select the Call
- Touch **'Answer'** Soft Key
- First Caller Will Be Put On Hold

To Place a Call

- Dial Number, Pick Up Handset
- Dial Number, Touch **'Green Phone'** Soft Key
- Pick Up Handset, Dial Number, Touch **Green Phone'** Soft Key

To Place a Call on Hold & Resume the Call

- Touch **'Hold'** Soft Key
- Touch **'Resume'** Soft Key

To Park a Call

- Touch **'Park'** Soft Key
- Dial **Extension** to Park Call Against
- Touch **'Enter'** Soft Key

To Retrieve a Parked Call

- Touch **'More'** Soft Key
- Touch **'Retrieve'** Soft Key
- Dial **Extension** Call Is Parked Against
- Touch **'Enter'** Soft Key

TRANSFER

To Place a Consultative/Warm Transfer

- Touch **'Transfer'** Soft Key
- Dial 2nd Number, Touch **'Green Phone'** Soft Key
- Announce the Caller
- Touch **'Transfer'** Soft Key

To Place a Blind Transfer

- Touch **'Transfer'** Soft Key
- Touch **'Blind'** Soft Key
- Dial 2nd Number
- Touch **'Green Phone'** Soft Key

To Transfer Directly to Voicemail

- Touch **'Transfer'** Soft Key
- Touch ***55**
- Dial **Extension** Followed by the **'#'** Key

CONFERENCE

To Place a Conference Call

- Touch **'Confrnc'** Soft Key
- Dial 2nd Number, Touch **'Green Phone'** Soft Key
- Touch **'Confrnc'** (Appears When 3rd Party Answers)
- All Parties Are Together

VOICE MESSAGE RETRIEVAL

To Retrieve a Voice Message

- Press the **'Envelope'** Soft Key & Follow the Menu

PLAY MESSAGE		1
Save	#	Jump to End 6
Rewind	1	Delete Individual Message 7
Pause/Resume	2	Additional Options 9
Skip Forward	3	- Reply to Message 1
Jump to Beginning	4	- Forward Message 1
Play Message Envelope	5	
Change Busy Greeting		2
Change No Answer Greeting		3
Compose Message		5
Delete All Messages		7
Return to Previous Menu		*
Repeat Menu		#

FEATURE	CODE
Call Pick-Up - Longest Ringing Call	*98
Call Return	*69
Calling Line ID Blocking	*67
Push to Talk	*50
Group Call Park	#58

OUR NETWORK

FIBER

- Up to 100 Gbps Circuits (99.99% SLA)
- MEF Standards to Deliver Carrier Class Metro Ethernet Solutions
- Designed to Deliver Ultra-Low Latency Connectivity
- Custom Diverse Entrance Builds Available
- 3500+ Fiber Route Miles
- Dark Fiber Solutions

FIXED WIRELESS

- Up to 10 Gbps Speeds (99.99% SLA)
- 55+ Wireless Point of Presence (PoP) Sites Across Michigan
- 128-bit AES Encrypted Data Transport
- Primary & Backup Connectivity for Dedicated Internet & Ethernet Services
- Emergency / Short-Term Deployments
- Campus Wireless Solutions
- Temporary Fixed Wireless Solutions (Events / Construction Site)

DATA CENTERS

- All Data Centers are SSAE-18 SOC2 Type II / SOC3, HIPAA & PCI-DSS Compliant
- 2(N+1) Power & Cooling Configuration Available
- Data Center Power (100% SLA)
- Up to 30 kW Available per Rack
- 20 MW Capacity Dedicated Substation
- Carrier Neutral Facilities
- Multiple Fiber Entrances
- Cabinet Spaces, Cages & Custom Suites Available

FAST FACTS

FOUNDED:

1995

CORPORATE:

24700 Northwestern Highway
Southfield, MI 48075

WEST MI OFFICE:

400 76th Street SW, Suite 12
Byron Center, MI 49315

PHONE:

888.440.0123

WEBSITE:

www.123.net

LEADERSHIP:

Daniel Irvin, President & CEO
Ryan Duda, CTO
James Kandler, COO

NUMBER OF EMPLOYEES:

150+

MARKETS SERVED:

All of Michigan

DATA CENTERS:

(3) Southfield, MI
(1) Grand Rapids, MI
100,000+ sq ft of Colocation Space

FIBER ROUTE MILES:

3500+ Miles

UPSTREAM PROVIDERS:

CenturyLink, Cogent, Comcast, GTT, Hurricane Electric, NTT Communications, PCCW Global, Tata Communications, TeliaSonera, XO / Verizon, and Zayo

CARRIERS:

123Net, ACD, AT&T, CenturyLink, Clear Rate Communications, CMS Internet, Cogent, Comcast, Crown Castle, D&P Communications, Daystarr, Everstream, Lightspeed, ManagedWay, Merit, Spartan-Net, TeliaSonera, US Signal, Windstream, WOW!, and XO / Verizon

TRUSTED BY LOCAL MICHIGAN CUSTOMERS AND OVER A DOZEN

