

HOTEL OWNERS & GM's LOVE VOICEWARE

The hotel phone system that pays for itself

Thousands of hotels across the country are operating at risk with an old phone system that is 10, 15, 20, even 25 years old. Most of these old legacy systems have long been discontinued, and, are no longer supported by the manufacturer, and, in many cases the manufacturer is no longer in business. If your old phone system has ever crashed you know the inconvenience and chaos it causes for both hotel staff and guests, and it typically happens at the worst possible time, such as your busy season or when large groups are staying at the hotel.

A hotel's phone system is the primary way guests communicate with the staff when they need assistance or when they want to access the hotel's guest services or activities. The phone system is also the most important piece of equipment you have in the hotel

when a guest or staff member needs to call 911. Voiceware meets and exceeds E911 compliance policies for all hotel brands and all Federal laws, providing your guests and staff the utmost safety and providing you protection from unwanted publicity and/or lawsuits when guests can't call for help.

Imagine if you could replace your old at-risk phone system with a new feature rich communications system designed exclusively for hotel operations, and, the savings over what you are spending today completely pays for the new phone system. It's not a dream - by installing a SIP enabled Voiceware Hospitality IP PBX more than 85% of our customers realize this sort of ROI. How is that possible you ask? The proprietary technology design of Voiceware allows you to reduce or eliminate costly traditional phone lines, all local and long-distance calling fees and to eliminate costly maintenance contracts, thereby reducing the monthly cost of operating and maintaining your older technology system. The savings gained more than pays for the new phone system for most hotels.

Let us show you how you can get a Voiceware system for your hotel and start saving the first month, with the added benefit of attaining improved staff efficiency and a better guest experience.



Why the i-NETT/Voiceware Solution is Right for Your Hotel

- *Voiceware* savings makes the new system virtually free in 85% of hotels
- *Voiceware* designed exclusively for the hospitality industry
- *Voiceware* saves hotel money monthly/annually yielding high ROI to hotels
- *Voiceware* is Preferred/Endorsed/ Approved by all major hotel Brands
- *Voiceware* enables hotel staff to provide unequalled guest experience - driving loyalty
- *Voiceware* is a server-based technology protecting your investment from obsolescence
- *Voiceware* is a proven technology with industry leading reliability ratings
- *Voiceware* is supported by i-NETT and PhoneSuite partnership

Voiceware's Savings Pays for Itself in 85% of Hotels Where Installed

The preferred and proven choice for today's Select, Full-Service and Luxury/Boutique Hotels

OVERVIEW

Voiceware by PhoneSuite is a VoIP/SIP phone system (IP-PBX) application designed for today's hospitality voice communication needs. The server-based core makes **Voiceware** extremely flexible, and enables **PhoneSuite** to continually enhance and improve your hotel PBX feature set without expensive equipment upgrades.

Voiceware is designed and built by a U.S. based company that has been providing hotel voice communication solutions for more than 28 years, and whose sole focus is to produce affordably priced, yet feature rich hotel phone systems. **Voiceware** is approved by most major hotel brands.

VOICEWARE ADVANTAGES

➤ **E911 Priority** - When a guest or staff dials 911, the call goes directly to the E911 responder with the hotel address, phone number and room or extension number. The Front Desk Console flashes an Alert and displays "911 Dialed from Room or Extension xxx." **Voiceware** recognizes 911 calls whether "9" has been dialed or not and sends the call. If all lines are busy, **Voiceware** will drop non-emergency calls to give priority to the 911 call. **Voiceware** meets or exceeds all recently passed federal laws regarding E911 access.

➤ **VoIP/SIP Technology** - **Voiceware** is SIP enabled out of the box allowing every hotel to upgrade to today's most cost effective communications technology. (No expensive Gateways required)

➤ **No Infrastructure Upgrades Required** - Use existing room phones and wiring.

➤ **Economical** - Native SIP, utilizing existing infrastructure provides low cost and high ROI.

➤ **Integrates With Your Property Management System (PMS)** - seamless installation & cutover.

➤ **Feature Rich** - the best of today's and tomorrow's technology meeting guest expectations.

➤ **Call Accounting** - Call Accounting is a standard feature of **Voiceware**. Call Detail Records can be easily printed or posted to Guest Folio.

➤ **Staff Voicemail** - A voicemail message can be picked up from anywhere. After a voicemail is left by a caller, the system immediately sends the voicemail message as an attached sound file to the users e-mail. You can see the caller ID, date and time and length of the message prior to opening it. You can save, forward or delete the message.

➤ **Guest Voicemail** - Voicemail messages will light the message waiting light on room phone. Guests can listen to messages, save or delete them. Messages not retrieved by guests before check-out can be e-mailed as a voice file.

➤ **Fail-Safe** - In the event of a server, LAN or Internet failure, **Voiceware** will automatically shift into fail-safe mode if the system is equipped with analog lines. The number of calls that can be processed is determined by the number of analog lines in the system. When the Internet or LAN problem is resolved, **Voiceware** will detect this and shift back into full operational mode.

Ext	Name	Wakeup Set	Wakeup Time	Permissions	Call	Att. Xfer	Blind Xfer
100	Juan Ochoa			Room-to-Room + Local + LD	Call	Att. Xfer	Blind Xfer
101	Priscilla Jones		05/18/2012 05:00 PM	Room-to-Room + Local + LD	Call	Att. Xfer	Blind Xfer
102	Lisa Clayton			Room-to-Room + Local + LD	Call	Att. Xfer	Blind Xfer
103	Steve Collins		05/18/2012 10:55 AM	Room-to-Room + Local + LD	Call	Att. Xfer	Blind Xfer
104				No Permissions Set	Call	Att. Xfer	Blind Xfer
105	Amit Shah		05/21/2012 06:00 AM	Room-to-Room + Local + LD	Call	Att. Xfer	Blind Xfer
106				No Permissions Set	Call	Att. Xfer	Blind Xfer
107	Pierre Pepin			Room-to-Room + Local + LD	Call	Att. Xfer	Blind Xfer
108	Margaret Sharp		05/18/2012 10:51 AM	Room-to-Room + Local + LD	Call	Att. Xfer	Blind Xfer
109	George Iverson			Room-to-Room + Local + LD	Call	Att. Xfer	Blind Xfer

(Sample browser based console screen)

Voiceware Meets the Needs of Hotel Guests, Staff and Owners

*Enable your staff to provide “high touch service”
while delivering on guest expectations*

Front Desk - Web Browser Console Improves Efficiency & Guest Relations

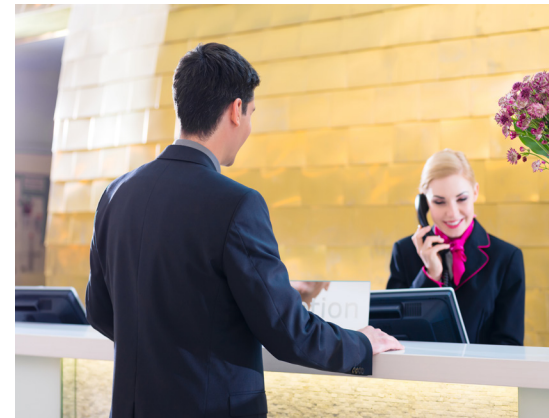
- Powerful, easy to use browser-based front desk console with one touch access to most popular features
- Easy to use browser console minimizes front-desk training when you add new staff
- Find guests or staff quickly by name, then one-click to transfer
- Pop-up screen of guest information when answering guest calls, includes
 - Guest name
 - Native language
 - VIP/Membership status
 - Group affiliation
 - Dialing permissions
 - Wake-up calls set
- Setting wake-up calls a snap and requires almost no training
- All wake-up activity is logged. See who set, answered or canceled a wake-up call
- E911 calls from any phone including rooms, activates an alert at the front desk console with extension ID
- Easy check-in/check-out - Activate phone on check-in - deactivate phone at check-out
- Room Status - Up to 9 codes provides updated room status

Guests - Direct Access to Hotel Staff & Services

- Emergency E911 calls direct to outside line - immediately notifies front desk
- Easily set wake-up calls from room phone
- Wake-up calls and voicemail prompts in guest’s native language
- Easy transfer to room service during wake-up call
- Speed-dial compatibility allowing guests to reach local attractions
- Check-out from room phone option if PMS remote check-out is enabled
- Message light notification on room phone for voicemail messages

Administrative Staff - Increased Support to Staff & Guests

- Full-featured, easy to use SIP phones
- Extensive find me/follow me capabilities
- Voicemail to e-mail forwarding
- Unlimited call group, ring groups, and queueing
- Answer incoming calls from any admin extension
- Automated or on-demand call recording
- Multiple Simultaneous Call handling



Hotel Owners - Savings Realized Pays for the Voiceware System

- High ROI - Cost savings gained pays for the phone system (in over 85% of hotels where Voiceware is installed with SIP)
- Reduce or eliminate costly legacy Carrier services e.g., phone lines/Internet
- Full one-year warranty, with best in industry extended warranty Partner Plans after first year
- Improve staff communications with each other and with guest - guest satisfaction
- **Connect Multiple Properties within ownership group**
 - Calls can be answered, handled and/or transferred between properties
 - Allows Shared Front Desk resources, staffing flexibility
 - Simplified, cost-effective connectivity over traditional solutions
 - No special or proprietary applications required as with other systems

Voiceware Has Gained Industry-Wide Adoption

Voiceware has been selected as an Approved, Endorsed or Preferred Hospitality IP PBX by most major hotel groups for all their brands. More than 5500 systems are installed in hotels across the country and more are being installed every month. No property is too big or too small. Voiceware can be configured to scale for single locations from 50 to 5000 rooms or large and complex multisite building environments and multi-property installations.



About i-NETT

i-NETT, a Managed Technology Services Provider (MTSP) was founded in 1982. We have served the hospitality market from the very early days of the company and as a result we understand the unique requirements hotels have over traditional commercial businesses. We have carefully vetted all the system manufacturers and have selected the premier hospitality phone system to meet those needs.

Today, as a result of our relationship with Technology Assurance Group (TAG), a National organization of leading MTSP's in more than 130 markets in North America, representing \$350 million annually in products and services, we have installed phone systems for hotels in numerous cities across the country.

We are a premier Authorized PhoneSuite Voiceware Dealer, the fastest growing hospitality PBX manufacturer in the country. We work closely with each hotel to insure they maximize cost savings, improve profitability, increase staff productivity and provide an exceptional guest experience. Today our hospitality customer base runs the gamut from small and midsize Select, Full-Service and Boutique hotels to large downtown and Resort/Luxury properties.



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