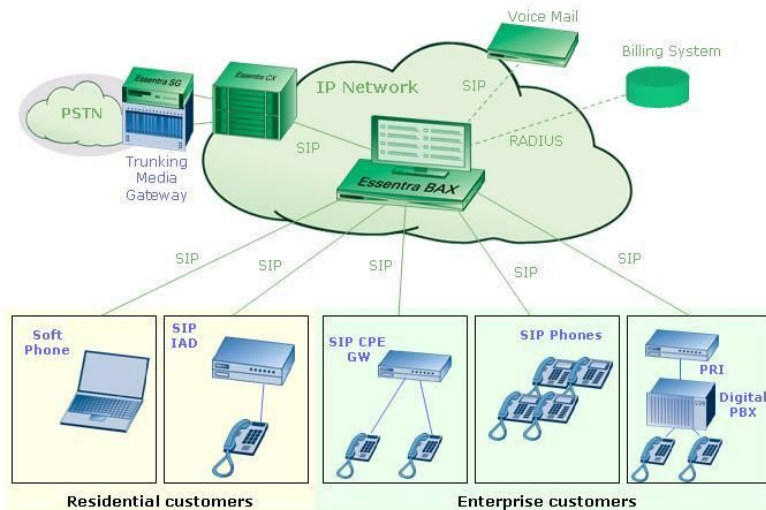


## IP Centrex

### IP Centrex - Smart up your phone!



#### Overview

IP-Centrex refers to a set of business telephony solutions, where the equipment providing the subscriber management, the call control and the service logic is hosted (owned, maintained and operated) by the service provider and is installed on the service provider's premises.

VocalTec IP-Centrex solution is an integral part of VocalTec's Essentra BAX, a Class5 Application and feature server providing a cost effective entry into the world of broadband VoIP services.

Beyond its rich feature set and intuitive User Interface, VocalTec's IP-Centrex solution provides the added benefit of freeing the enterprise customer from the costs and responsibilities of equipment maintenance and ownership.

Features supported include a wide range of traditional subscriber calling features, such as call waiting and call forward, as well as a wide range of innovative features including call screening and anonymous call rejection.

In addition, VoIP VPNs and a wide range of IP Centrex features such as hunt groups, call pickup, Attendant Console and Auto Attendant are also supported.

A web-based subscriber self-provisioning interface enables subscribers to control their own services, thereby allowing service providers to reduce their Operating Expenses.

Essentra BAX is a member of VocalTec's Essentra Product Suite, a modular set of open and highly focused softswitch products for next generation network operators. Essentra BAX can be deployed with other Essentra products to create the basis for future Class 5 alternative solutions for residential and SOHO/SME

subscribers.

### IP Centrex Features

Essentra BAX supports a wide range of IP Centrex calling features for enterprise customers, including:

- [Attendant Console](#)
  - Auto Attendant Automatic Redial
  - Call forward
    - Unconditional
    - On busy
    - On no answer
    - On Offline
  - Call Return
  - Call screening including:
    - Do not disturb
    - Priority calls
    - Selective call rejection
    - Anonymous call rejection
  - Call waiting
  - Caller ID blocking
  - Three way calling
  - Automatic redial
  - Call forward (unconditional, on busy, on no answer and on offline)
  - Call return
  - Voice Mail
- And more.

### Support for Multiple Enterprises

A single Essentra BAX system can support services for multiple enterprise customers whose networks may be distributed over a wide geographic area. Each enterprise has its own unique and secure access into the system allowing it to configure its own private numbering plan and services for both on-net and off-net calling.

Multiple service tiers are supported allowing flexible VoIP reseller models.

### VoIP VPNs

Essentra BAX supports VoIP Virtual Private Networks (VPN) enabling service providers to offer hosted inter-office calling between multiple branches of an organization. Essentra BAX manages the dialing plans for multiple enterprises on the same platform. Hundreds of VPNS can be supported on the same Essentra BAX platform.

#### Scalability

Essentra BAX runs on a high scale Intel-based IBM X Server platform running the Linux operating system. Several different hardware platform options are available to meet customer requirements in terms of performance, redundancy, and environmental requirements.

#### High Availability

Essentra BAX can be deployed in a 1:1 active/standby configuration. The high availability configuration ensures that service continues uninterrupted even in the event of the failure of any Essentra BAX server.

#### NAT Traversal

Essentra BAX supports various methods to overcome the problems caused by Network Address Translation (NAT) devices. These include:

- Media Relay
- STUN server
- Port forwarding

#### Billing & Accounting

Essentra BAX supports postpaid and prepaid billing models. CDRs are created for every call made in the system. CDRs are stored on the Essentra BAX server, from where they can be extracted via FTP for external processing.

Essentra BAX also features a built-in RADIUS client for interworking with external billing systems. With this real-time RADIUS interface, BAX supports both prepaid and postpaid services. For prepaid services, the RADIUS interface includes support for automatic call disconnection with an appropriate announcement when a subscriber's credit runs out.