



**Jive Communications, Inc.**  
Hosted PBX Services

# Why Hosted PBX?

- 1 Cost of Ownership**  
Reduced long-term cost.
- 2 Simplicity**  
Reduced infrastructure.  
Reduced staffing needs.  
Ability to self-manage.
- 3 Features**  
Multi-site.  
Automatic upgrades.
- 4 Versatility**  
Fits your specific needs.  
Scale as needed.

# Value Comparison of Voice Technologies

Financial Savings	PBX/Key	Centrex	IP PBX	Jive Hosted VoIP
<b>Low capital requirements</b> (subsidized phones)				●
Standards-based equipment			●	●
<b>Unlimited Technical Support</b>				●
<b>All features included</b> (call recording, fax, call queues)				●
<b>One provider, one system</b>		●		●
<b>Unlimited moves, adds, and changes</b>				●
<b>Predictable monthly expenses</b>		●		●
No payment until service on		●		●
<b>Flexible to organizational changes</b>				●
<b>Greater Reliability</b>				
Professionally hosted voice infrastructure		●		●
<b>Flexible Connectivity (BYOB, MPLS, Class of Service Connections)</b>				●
End-user control			●	●
Disaster recovery			●	●
<b>Utilize existing connectivity and network infrastructure</b>				●
<b>Enhanced Productivity</b>				
<b>Cohesive services for distributed workforces</b>			●	●
<b>Support for remote users</b>			●	●
Easy rollout of new features		●		●
Mobile phone integration and applications			●	●
<b>Advanced Features / Call analytics</b>			●	●
<b>Fast Implementation</b>				●

See the Hosted VoIP: Comparison & Value Proposition whitepaper for more information.

# About Jive

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Jive Communications provides **cloud-based hosted VoIP and Unified Communications** (UC) to the commercial and public sector customers of all sizes (SMB to Enterprise).

Jive's hosted services run internally on Jive Core, the company's **proprietary, custom-built, cloud-based platform** that is supported by multiple data centers across the U.S. and maintained by Jive system engineers.

Founded in 2006, the company has grown steadily with **revenue doubling annually**. Jive Communications is well-known for its **reliable network, ever-expanding feature set, and all inclusive pricing model**. Consumers have rated Jive as the top commercial VoIP provider in the U.S. The Jive experience includes access to a simple, yet powerful, hosted communication solution for a **fraction of the commitment and price** of the traditional telephone system.

# Jive's Focus



## **Affordable**

- Low capital expense
- No license or maintenance fees



## **Simple**

- Intuitive interfaces /unlimited support
- All inclusive pricing models
- Flexible connectivity models



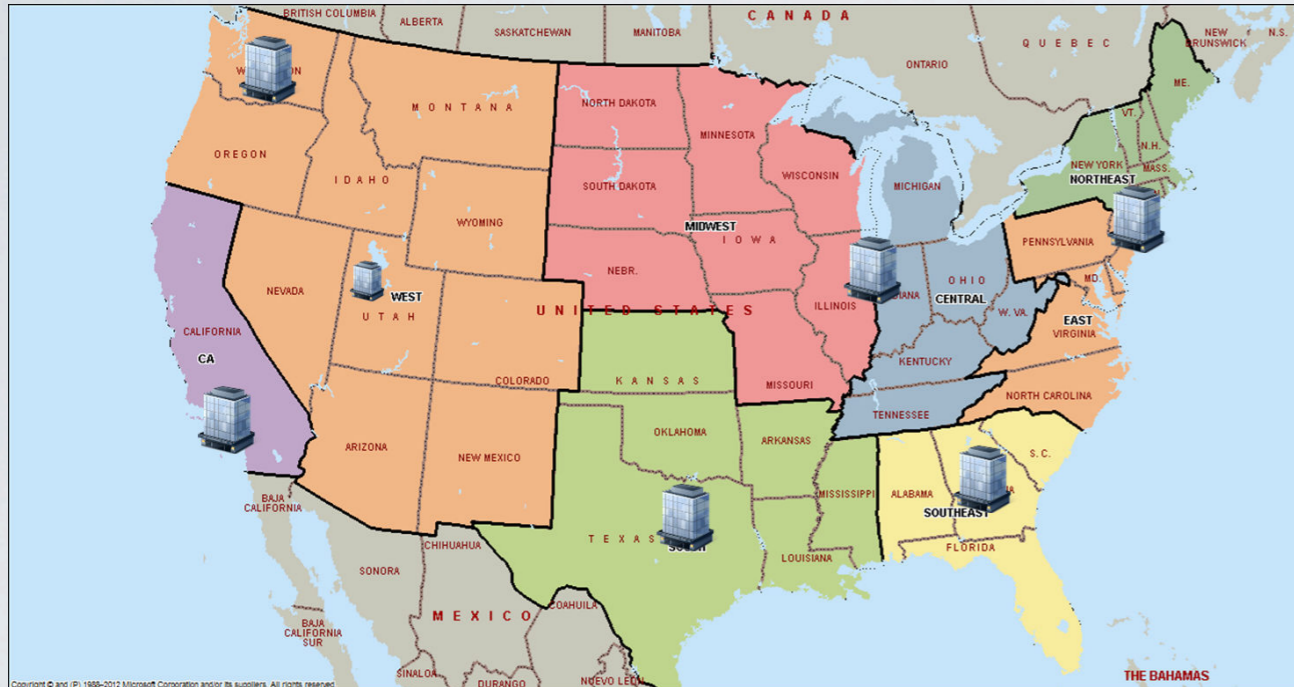
## **Reliable**

- Industry leading uptime
- Top customer rated platform

# Enterprise Grade

## Physical Facilities:

Data Centers in Chicago, Dallas  
Seattle, Los Angeles, NY and Atlanta



HQ in Orem, Utah

**Custom Software:** Custom-built and maintained

**Architecture:** Full mesh / Minimum N+1 Redundancy

Redundant Power, Fiber, GigE

Multi-homed BGP Network

Uncompressed VoIP (G711, G722)

**Development:** Over 50 full time software engineers

100% US based development and support

# Enterprise Proven

**Customer Profile:** 1-10,000 seats per account

## •Hundreds of Government Contracts:

- ▶ School Districts
- ▶ City Offices
- ▶ County Offices

## •Thousands of Commercial Customers

## •Thousands of Retail Deployments

## •Less than 2% ANNUAL attrition



# Flexible Connectivity

## Customer Provided Access

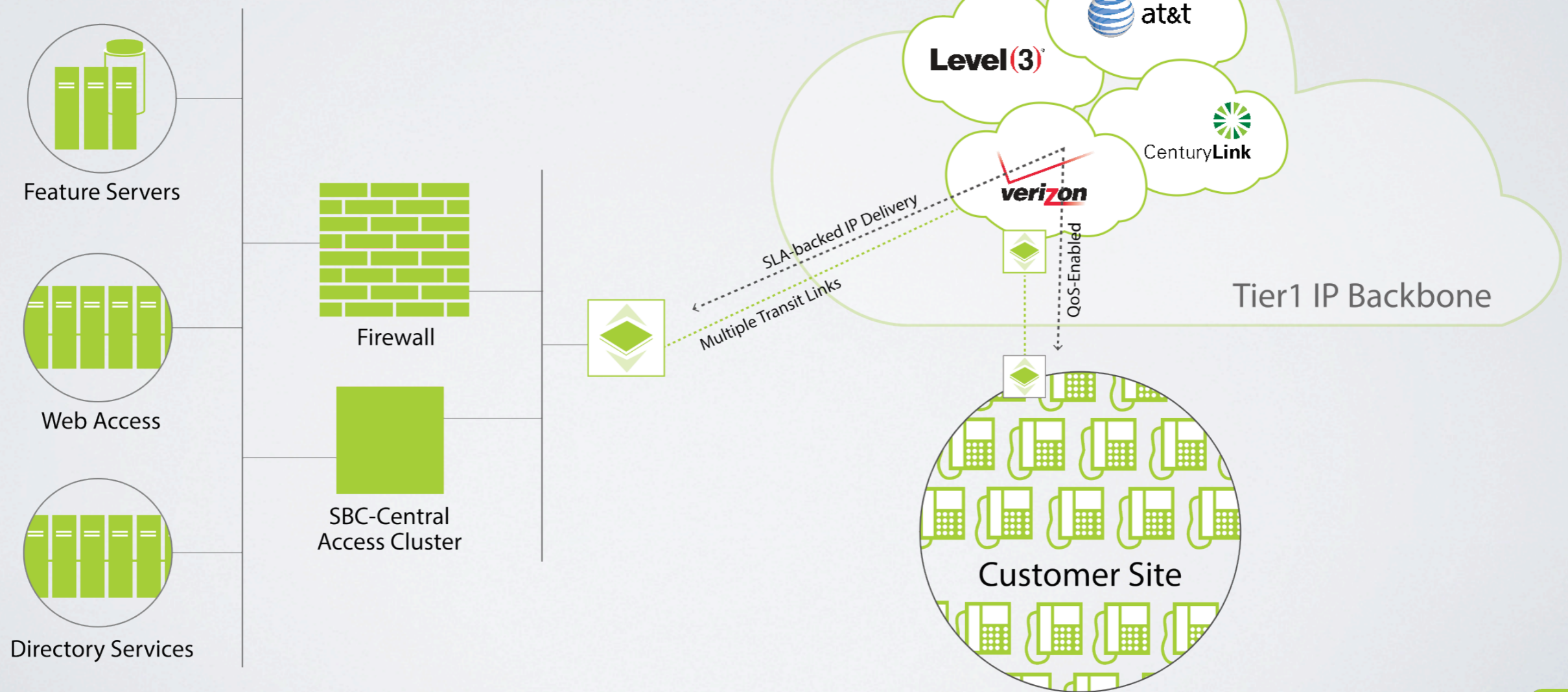
### Keys to Success:

Uncompressed Codecs (G711/G722)

Jive BGP Tier 1 Connectivity

Upstream QoS at Router Level

Quality Bandwidth: Excess Bandwidth, Low Latency,  
Low Packet Loss, Low Jitter



# Jive Hosted PBX

A Complete, All-Inclusive, End-to-End Solution

1-4 Users	5-9 Users	10-24 Users	25-49 Users	50+ Users
<b>\$29.95</b> Per User/Month	<b>\$25.95</b> Per User/Month	<b>\$23.95</b> Per User/Month	<b>\$21.95</b> Per User/Month	<b>\$19.95</b> Per User/Month
Unlimited Calls	Unlimited Calls	Unlimited Calls	Unlimited Calls	Unlimited Calls
Flexible Contracts	Flexible Contracts	Flexible Contracts	Flexible Contracts	Flexible Contracts
U.S. Technical Support	U.S. Technical Support	U.S. Technical Support	U.S. Technical Support	U.S. Technical Support
<b>\$4.99</b> Per Phone Number	<b>\$1.75</b> Per Phone Number	<b>\$1.75</b> Per Phone Number	<b>\$1.75</b> Per Phone Number	<b>\$1.75</b> Per Phone Number
<b>\$0.019</b> Toll Free	<b>\$0.019</b> Toll Free	<b>\$0.019</b> Toll Free	<b>\$0.019</b> Toll Free	<b>\$0.019</b> Toll Free

# Hosted PBX Features

## A Complete, All-Inclusive, End-to-End Solution

### Phone Service

Hosted PBX  
International Calling\*  
Jive Mobility Softphone\*  
Multi-Site Compatible  
Toll-free and Local Numbers  
Unified Messaging

### Business Phone System

Auto Attendants  
Barge  
Call Analytics  
Call Logs  
**Call Recording**  
Call Reporting  
**Conference Bridge**  
Conferencing (3-way)  
Custom Greetings  
Custom Message  
Custom Music  
Custom Schedules  
Day and Night Modes  
Desktop Integration

Dial by Extension  
Dial by Name  
Dial Plans  
Dial-by-Name Directory  
Directory on Phone  
E.164 Outbound Dialing  
Eavesdrop  
Extension Transferring  
**Fax to Email**  
Hosted Call Recording  
Individual Call Logs  
Intercom  
LDAP Integration  
Local & LD Dial-Tone  
Message on Hold  
Message-Waiting  
**Multiple Auto-Attendants**  
Online PBX Controls  
Password Protected  
Presence Monitoring  
Music on Hold  
Remote Access  
Ring Groups

Speed Dial  
Temporary Greeting  
Unlimited Extensions  
Unlimited Virtual Extensions  
Virtual Fax  
Visual Dial Plan Editor  
Voicemail  
**Voicemail to Email**  
Web-Based Controls  
Whisper

### Call Management

Auto-Divert  
Auto-Reject  
Call Forwarding  
Call Queues  
Call Routing  
Call Transfers  
Call Waiting  
Caller ID  
Caller ID (CNAM)  
**Find-Me Follow-Me**  
Multiple Queues

Multiple Ring Groups  
Three-Way Calling  
Time-Based Routing

### Call Center

Advanced Ring Strategies  
Agent Login/Log out  
Custom Queue Hold Message  
Custom Queue Hold Music  
Escape to Call Queue  
Pre-Call Announcement  
Queue Call Barge  
Queue Call Eavesdropping  
Queue Call Recording  
Queue Call Whisper  
Real-Time Call Queue Reports  
Report Caller Hold Time  
Unlimited Call Queues  
Wait Time Announcement

\*Not included in the basic seat price.

# Variety of Plug-and-Play Hardware Options

## Panasonic

Full line of Panasonic phones.



KX-UT123B



KX-UT136B



KX-UT248B

## Polycom

Full line of Polycom phones.



IP331



IP650



VVX500

## Cisco

Full line of Cisco phones.



SPA303G



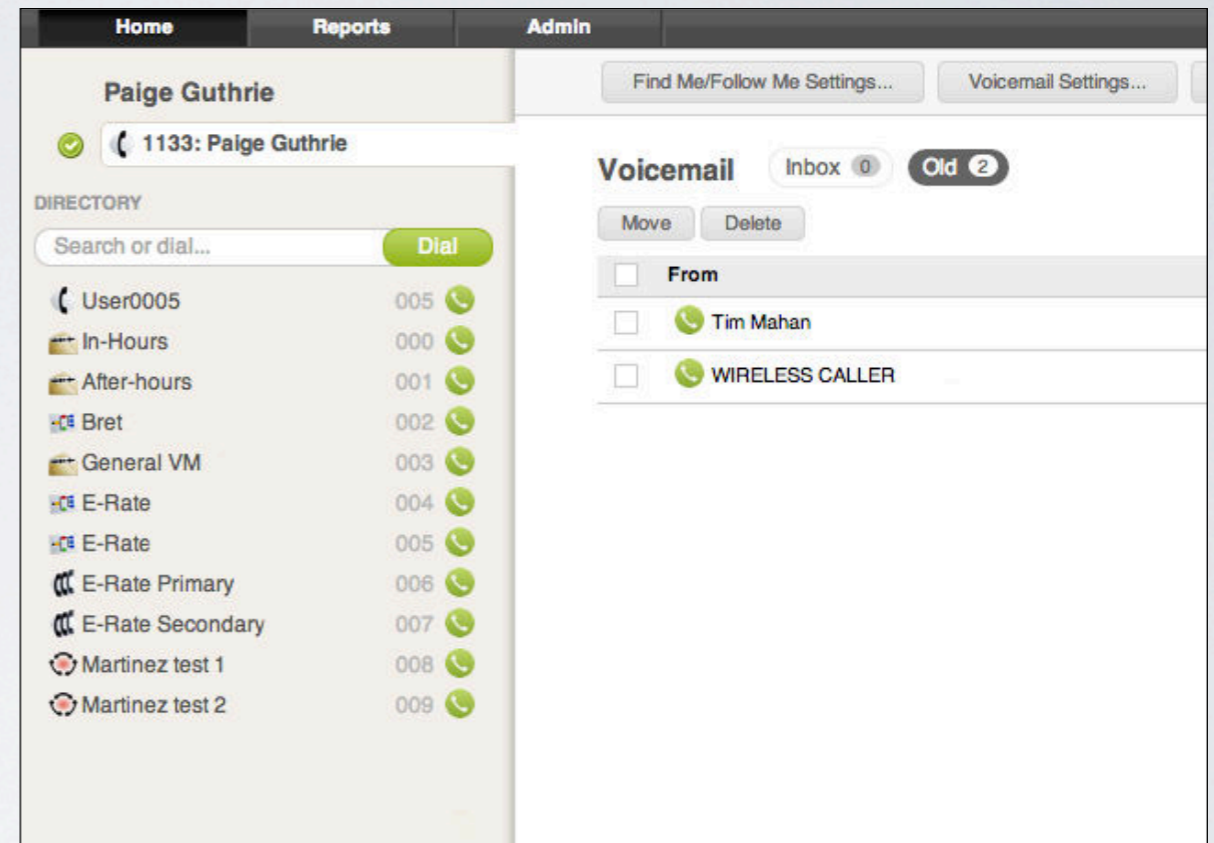
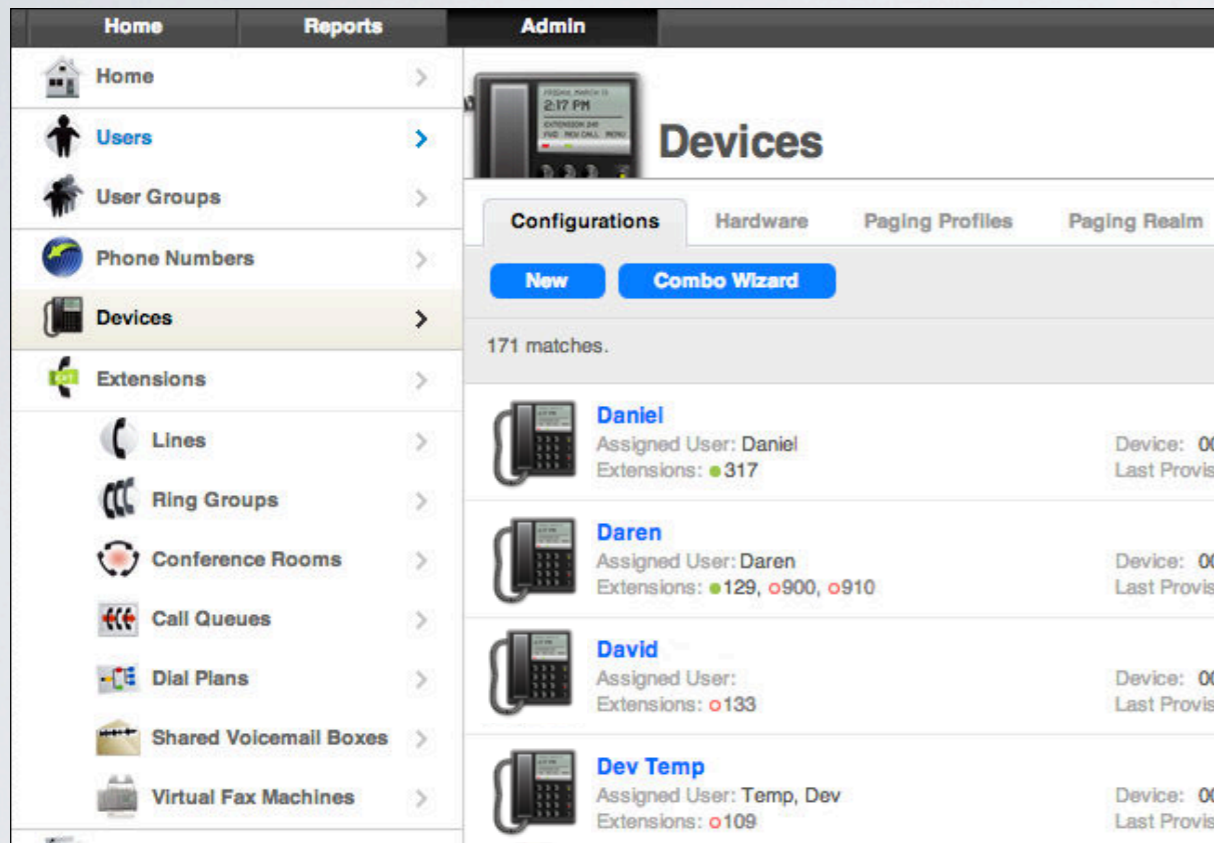
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# Online Management Portal

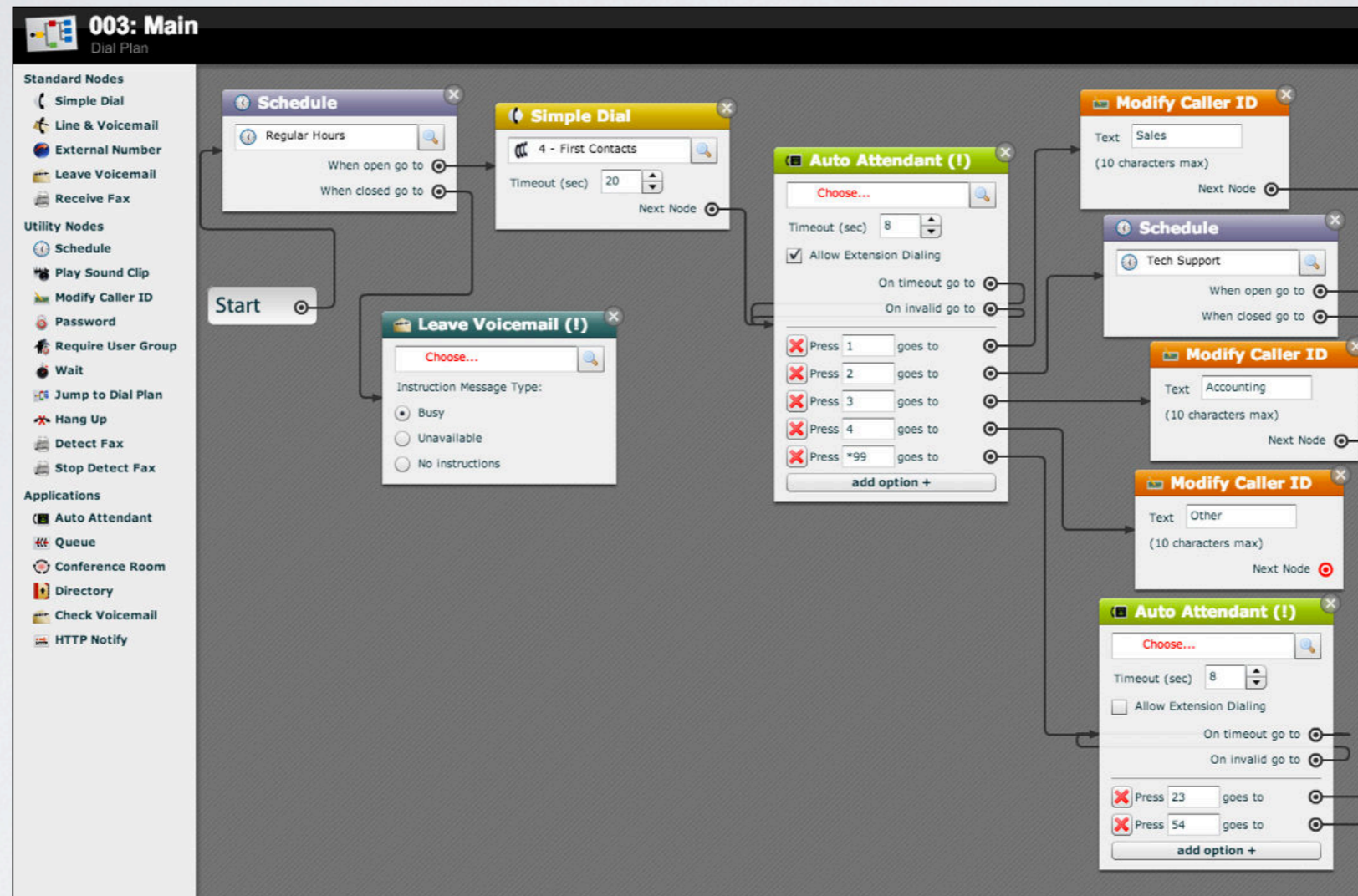
## For Admins and End Users



Jive's online administrative tools remove the complexity from managing clients' or employees' phone systems. Create users, change voicemail boxes, and add ring groups with the simple click of a mouse.

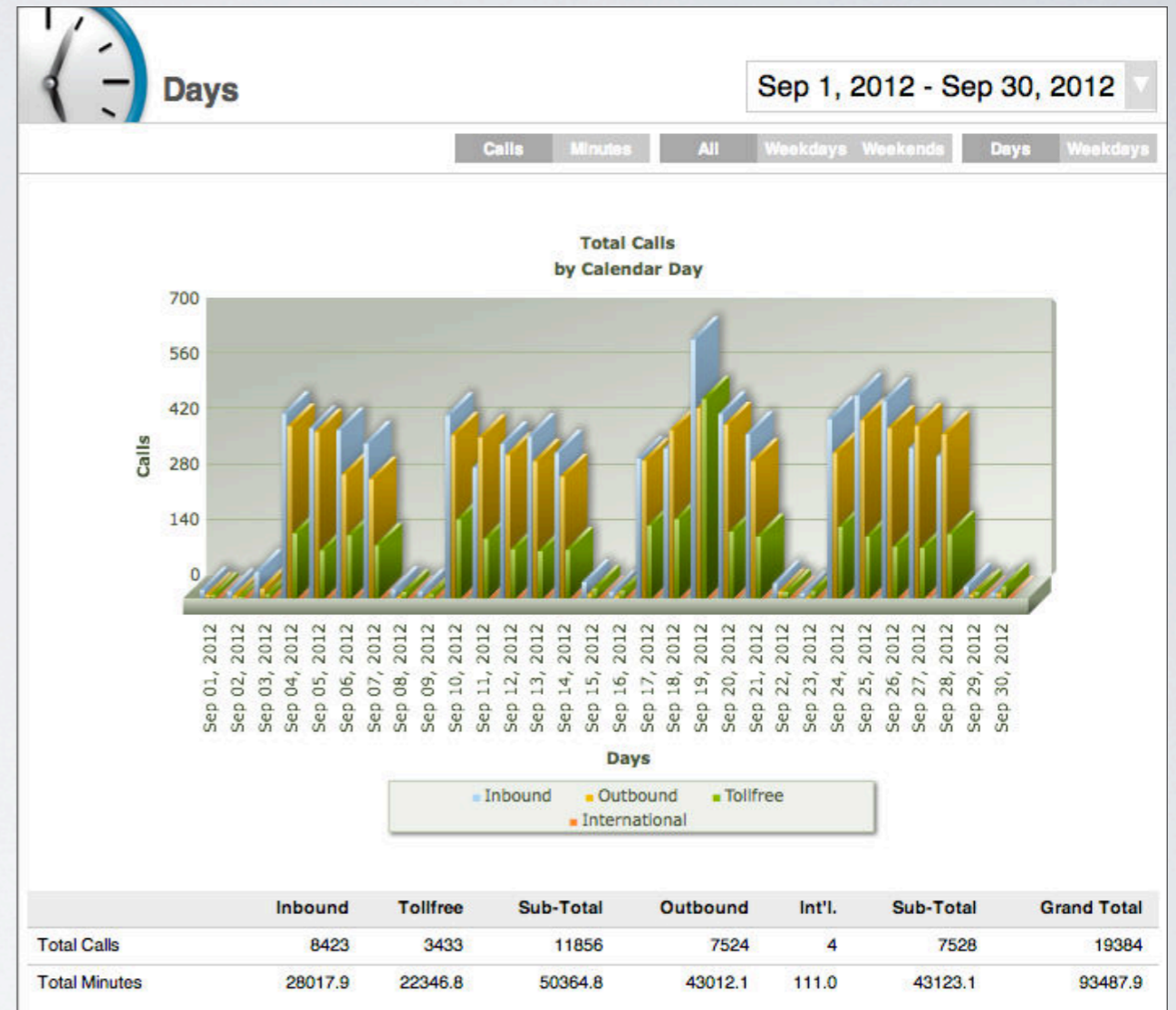
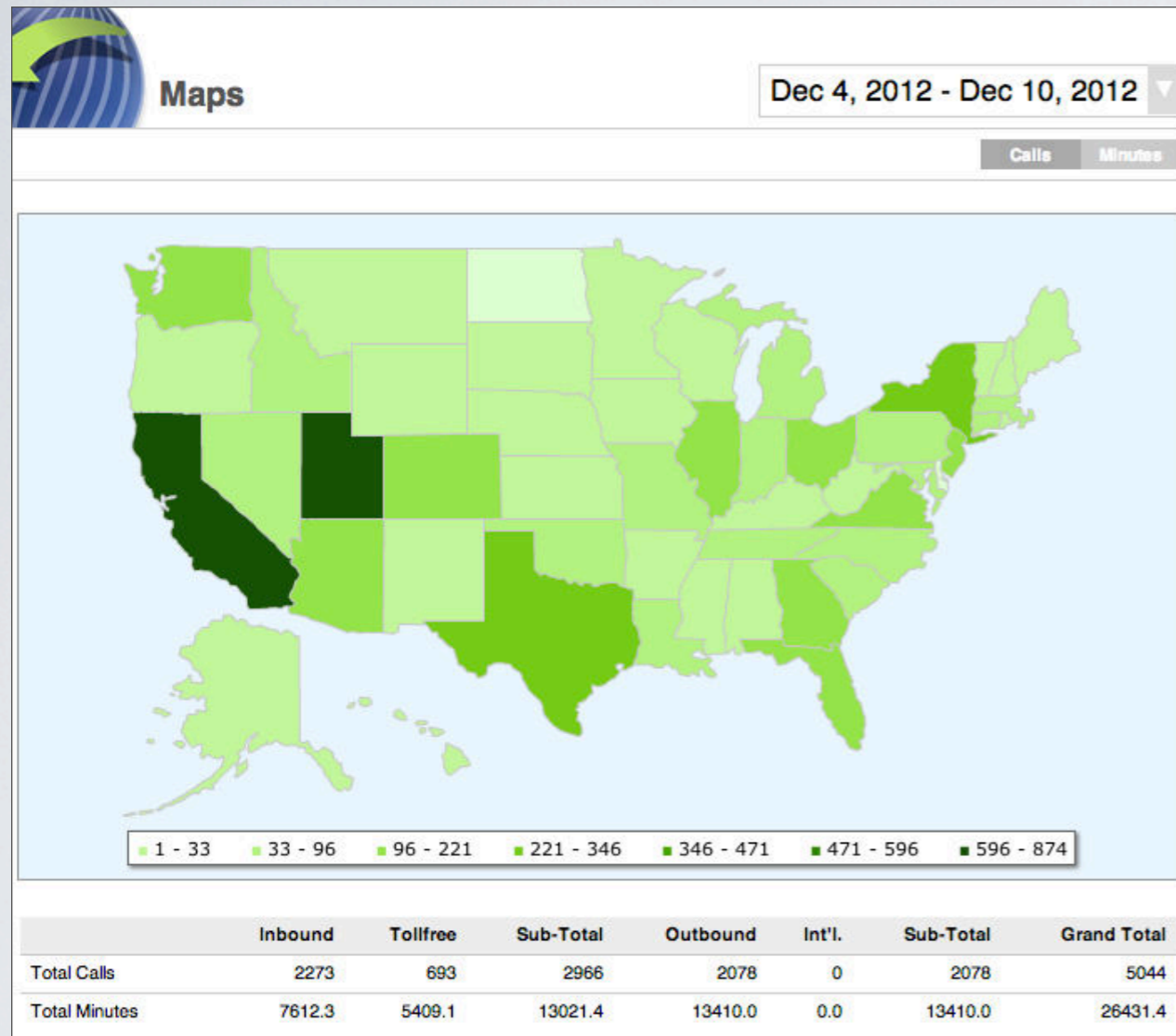
# Simple Dial Plan Editor

## Drag-and-Drop Call Flow Editing



All changes to auto-attendant configurations occur in real time using Jive's innovative and intuitive drag-and-drop visual dial plan editor. **Jive puts complete control of its Hosted VoIP systems in your hands.**

# Straightforward Call Reports



With Jive Call Reports, you can see detailed information about all calls handled by your phone system. See and filter reports based on date, phone number, extension, call location, or a number of other criteria. Export data to a .csv file for further analysis.



# Jive Partner Programs

## **Partner Support**

- 16 Channel Account Managers across U.S.
- Same Day Quotes
- Training and sales materials
- Partner Portal
- Pre-configured phones and routers
- Dedicated partner support
- Full implementation and lifetime customer support

## **Partner**

- Life of customer earnings
- Partner Demo PBX account
- Free Shipping to customer
- Upfront \$50/handset installation pass thru
- Upfront Payments range : \$50 - \$149.85/seat
- MTM Contracts and High MRC
- Jumpstart/Upfront Program (not a promo)
  - 3X/4X upfront, PLUS
  - Monthly Recurring Commissions
  - Growth Accelerator

# Testimonials

"Using Jive for Years."

Jive provides great customer support, and their products work flawlessly. **It's a no-brainer.**

- New York City, NY

"We Would Never Go Elsewhere."

Jive has been absolutely wonderful. We would never go elsewhere. **Their great prices and quality service is hard to beat.** Our Jive representative has been nothing but the greatest help for us. We are constantly ordering new phones and it's almost as if they are shipped the second we call. They are so quick, and Jive makes it so **we are up and running 5 minutes out of the box.**

- Salt Lake City, UT

"Quick to Respond."

**The service was and is the same: excellent!**

They are quick to respond to any issues and responsive if I have any issues or questions on a bill. They gave me good service, professional treatment, and **most importantly my phones work like they are supposed to.** I would not switch to any other service even if they gave it to me for free. Jive charges a truly fair fee for their services, which is below most others.

I can't say enough about this company! **They give what they promise and more.** What a concept in today's market place—getting exactly what you pay for and more!

- Orlando, FL

# A few Jive's customers....





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