



# COTRAN TELECOMMUNICATIONS, Ltd.

## *Platform/Solutions – Shared & Dedicated (CVTSP-92 Series)*

COTeL is poised to become a leading provider of voice and enhanced Internet communication services to individuals and businesses around the world. The market for our service is unlimited due to the diverse demographics of the U.S. population and the high cost of the international telephone service that is currently available. Today, as people travel around the globe, they are searching for the most cost-effective method of keeping in touch with families, friends and business associates. Through our Network of **VoIP Telephony Service Providers-(VTSP)** and our advanced IP (Internet Protocol) network and technologies, we make it affordable for people to stay connected wherever they are. Our IP network extends to over 200 countries and allows users to place calls to any telephone or Internet-enabled PC in the world at a fraction of the normal cost.

Our goal is to become a premier international telecommunications carrier for telephone calling to and from the U.S. using the Internet as our platform. By utilizing the latest in VoIP (Voice over IP) technology, we are able to provide clear and affordable voice communication across the globe via personal computers, traditional telephones, IP telephones, Internet devices and/or calling cards. Via our **VoIP Telephony Service Providers – (VTSP)** we will endeavor to provide substantial savings on international and long distance calling services to consumers and businesses while providing them with the clearest possible connection.

Below is an overview of the COTeL VoIP platform features; (Available via a dedicated CVTSP-92 Series Call Router or our Shared VTSP Program platform);

- **IP CENTREX/PBX** - (Shared VTSP platform & CVTSP-92 Series)
- **VOICE MAIL** - (Shared VTSP platform & CVTSP-92 Series)
- **CONFERENCING** - (Shared VTSP platform & CVTSP-92 Series)
- **FOLLOW ME** - (Shared VTSP platform & CVTSP-92 Series)
- **CALLBACK** - (Shared VTSP platform)
- **VIRTUAL FAX** - (Shared VTSP platform, Limited features on CVTSP-92 Series)
- **VIRTUAL OFFICE** - (Shared VTSP platform & CVTSP-92 Series)
- **CALLING CARDS** - (Shared VTSP platform & CVTSP-92 Series)
- **VIDEO PHONE SUPPORT** - (CVTSP-92 Series)
- **VIDEO VOICE/VIDEOMAIL** - (CVTSP-92 Series)
- **IVR** - (Shared VTSP platform & CVTSP-92 Series)
- **VIDEO IVR** - (CVTSP-92 Series)

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### IP CENTREX/PBX

The COTeL solution is an advanced VoIP telephony service that allows subscribers to take full advantage of the new generation telephony services. COTeL offers all traditional telephony services such as Call Waiting, Call on Hold, call Transfer, Call park, 3-way Calling, Caller ID, Call Forwarding, Do-Not-Disturb, Redial, Speed Dial, 911 Emergency Service, 411 Directory Assistance, \*68, \*70, Caller ID Block. In addition, the system will allow Voicemail Forwarding, Distinctive Ringing (to distinguished callers), Call Screening (to screen unwanted sales calls), White and Black Lists (to permanently ban callers from calling you). COTeL allows two modes of operation: single-stage dialing - the callers will reach you by dialing the Service Number assigned to you (similar to the traditional telephony service), and two-stage dialing -- the callers will reach you by dialing a central number first and then dialing your assigned extension. Both options offer call screening to provide selective call pickup.



## IP CENTREX/PBX - Main Features

<ul style="list-style-type: none"> <li>• Call Forwarding</li> <li>• Call On Hold</li> <li>• Call Park</li> <li>• Call Transfer</li> <li>• Call Screening</li> <li>• Call Waiting</li> <li>• Speed Dial</li> <li>• Caller ID</li> <li>• Redial</li> <li>• Do Not Disturb (DND)</li> </ul>	<ul style="list-style-type: none"> <li>• 3-Way Calling (conference)</li> <li>• *68, *70 support</li> <li>• NAT Traversal and Firewall Friendly</li> </ul>
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## CALL FLOW

### Single-Stage Dialing

1. Caller calls your assigned Service Number
2. Subscriber receives the call.
3. Subscriber picks up the call with or without Call Screening
4. The subscriber hangs up the phone

### Two-Stage Dialing

1. Caller calls the central COTeL number
2. Caller dials the subscriber extension number
3. Subscriber receives the call
4. Subscriber picks up the call with or without Call Screening
5. The subscriber hangs up the phone

## VOICE MAIL

The COTeL platform supports advanced Voicemail services via PSTN or VoIP lines to allow subscribers to check their voicemail from anywhere in the world anytime. Some of the standard Voicemail features include: Custom Greeting, Web and Phone Voicemail management, Web Access to Voicemail (download, forward, and delete messages), Password management. In addition, COTeL offers advanced Voicemail services such as Voicemail-to-Email (Unified Messaging) to allow subscribers to receive each voicemail audio file or just a notification for voicemail to the specified email address. COTeL integrates with all GSM/SMS providers in the world to send SMS notifications via SMS message once a Voicemail is received or just to remind of a new Voicemail. The subscribers can check and manage their Voicemail via Web or Phone. COTeL also supports full Voicemail paging which allows the callers to just send a page to your pager or cell phone email instead of leaving you a Voicemail. Each subscriber can decide to forward calls to the Voicemail if the Service Line is busy, does not answer, or simply if they do not want to talk to the caller (call screening).

## Main Features

<ul style="list-style-type: none"> <li>• Custom Greeting</li> <li>• Password Management</li> <li>• Voicemail-to-Email with Attachment (Unified Messaging)</li> <li>• Voicemail-to-Email with Notification</li> </ul>	
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## CONFERENCE

### Main Features

<ul style="list-style-type: none"> <li>• Private and Public Conferences</li> <li>• PIN Authentication</li> <li>• Three Conference Roles</li> <li>• Call Screen (Name) Administrative Authentication</li> <li>• Dynamic Conference Management via Web or Phone</li> <li>• Music on Hold</li> </ul>	
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## FOLLOW ME

The COTeL Platform allows global roaming and hunting services for subscribers that need to be non-conditionally reached. The services supports up to 20 phone numbers that will be attempted (hunted) once a call is received. For example, a caller calls the subscriber Service Number, and the system starts to sequentially call all numbers in the Follow-me list. If the subscriber does not pick up the phone on all lines, the call will be forwarded to Voicemail. If the subscriber has enabled the call screening feature, once he picks up the call he can decide to accept, reject, or forward the call to Voicemail. Follow-me is used to achieve two main goals: global Roaming -- allows people with multiple phones to receive calls while traveling, and call screening -- allows subscribers high level of security to prevent callers from calling their direct phone numbers and to successfully screen inbound calls. The Follow-me service can be managed from Web of Phone interfaces.

### Main Features

<ul style="list-style-type: none"> <li>• Global Roaming and Number Hunting</li> <li>• Up to 20 Phone number support</li> </ul>	<ul style="list-style-type: none"> <li>• Global Number Redirect</li> <li>• Web and Phone Management Interface</li> <li>• Password Management</li> </ul>
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## CALL FLOW

1. Caller calls the subscriber Service Number for the Follow-me service.
2. The system prompts the caller to hold while locating the caller.
3. The subscriber number list is hunted in sequence. The number list can contain up to 20 national and international numbers.
4. The subscriber picks up the phone.
5. The subscriber accepts, reject, or forwards the caller to voicemail (if call screen is enabled).

## CALL BACK - (Available via Shared VTSP Program platform only – Scheduled for Version 3.0 CVTSP – 92 Series)

The COTeL Platform offers a large variety of callback services based on various authentication models. Call-back is commonly used in countries where it is difficult to originate calls due to regulatory or service cost problems. In addition, call-back allows subscribers that travel to have global access to low long-distance and international calling rates anywhere in the world. For example, if you travel overseas and need to make a call,



simply log into the COTeL Agent web site and enter your current phone number and the system will call you right back. COTeL offers a large variety of call-back services based on various authentication methods. Among those methods are: Web, Email, Caller ID, SMS, PIN, and SMS DID. The most common call-back methods are SMS and Web call-back. Once the system calls the subscriber at his current phone, it prompts the subscriber for a destination number (if not already provided) and then connects the call.

### Main Features

<ul style="list-style-type: none"><li>• Global Access to low rate calling</li><li>• Web Call-Back</li><li>• Email Call-Back</li><li>• SMS/GSM Call-Back</li><li>• PIN Authenticated Call-Back</li><li>• Multi-Call support (allows multiple calls to be made with one callback request)</li><li>• Speed Dial support</li></ul>	<ul style="list-style-type: none"><li>• Distinctive Ringing support</li><li>• Support for Extension Numbers (two-stage callback dialing) such as room numbers in hotels</li></ul>
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### CALL FLOW

#### Web Call-Back Flow

1. The caller logs into the web site.
2. The caller enters the call back request information such as the number to get the call-back to and the number to be connected to.
3. The caller requests a call-back.
4. The system calls back and connects the origination and termination numbers.

#### Email Call-Back Flow

1. The caller sends an email to a designated email address with proper PIN, Source Number, and Destination Number information.
2. The system receives the email and connects the origination and termination numbers.

#### SMS/GSM Call-Back Call Flow

1. The caller sends a SMS to a designated SMS number with proper PIN, Source Number, and Destination Number information.
2. The system receives the SMS and connects the origination and termination numbers.

#### PIN Call-Back Call Flow

1. The caller calls the listed number.
  2. The caller enters their PIN.
  3. The caller hangs-up or enters the number to receive the call.
  4. The system calls back the caller.
  5. The caller dials the destination number.
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**VIRTUAL FAX - (Available via Shared VTSP Program platform only – Scheduled for Version 3.0 CVTSP-92 Series)**

The COTeL platform offers Virtual Fax functionality that allows subscribers to receive faxes without owning a fax machine and/or using a dedicated fax line. Virtual Fax is commonly used to allow automated fax processing and global distribution as well as international fax forwarding to avoid high international call costs. The system accepts any fax format, stores it locally, and if configured, sends it via email to the subscriber's email address. The Virtual Fax management is similar to that of Voicemail. In fact, both system share common folder structure and both Voicemail and Fax files are downloadable and visible via the Voicemail/Fax functionality. Similar to Voicemail, Virtual Fax supports Email and SMS notification.

**Main Features**

<ul style="list-style-type: none"> <li>• Web Access for Download, View, and Print</li> <li>• Password Management</li> <li>• Fax-to-Email with Attachment (Unified Messaging)</li> <li>• Fax-to-Email with Notification</li> </ul>	<ul style="list-style-type: none"> <li>• Fax-to-SMS Notification</li> <li>• Fax-to-SMS Reminder</li> </ul>
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**CALL FLOW**

1. Caller calls in subscriber's Service Number
2. Caller reaches subscriber's Virtual Fax.
3. Caller initiates the fax transmission.
4. Fax is received and stored locally.
5. Subscriber receives an email with the Fax attachment or just a Fax notification via SMS.
6. Subscriber manages his Virtual Fax folder via Web or Phone.

**VIRTUAL OFFICE**

The COTeL Platform offers Virtual Office services for all businesses and customers that want to utilize high-end PBX Auto Attendant services without purchasing an expensive PBX system. With Virtual Office entrepreneurs and businessmen can represent their offerings in a professional manner with very low monetary investment. The Virtual Office system can be easily customized via Web to allow each subscriber to custom tailor their Virtual Office presentation. For example, subscribers can change the basic menu system selection and enter the destination numbers that will be connected upon callers' selection. Supported customization options include: Sales, Support, Accounting, Business Development, Marketing, Customer Service, Vendor Relations, Order Status, and Operator extensions. Once a caller enters the desired selection they will be connected to the phone number on file which is setup by the subscriber (for example, a subscriber may want to redirect all sales call to his mobile number to be constantly within reach). The system supports both Male and Female IVR prompts and time-based IVR response (for example, during the night the callers will hear that the Virtual Office is closed) to provide sufficient level of customization. Virtual Office can be successfully used for Outsourcing and Offshore Customer Service Centers by simply forwarding the selection to an international call center number.

**Main Features**

<ul style="list-style-type: none"> <li>• Customizable Department Selection menu</li> <li>• Time-based IVR menu (business hours and after-hours)</li> <li>• Caller Selection Identification to Subscriber</li> <li>• Male and Female Prompts</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-Session and Failover Support</li> <li>• Web Management</li> <li>• Global Number Forwarding</li> </ul>
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<ul style="list-style-type: none"> <li>• Support for 9 Forwarding Numbers</li> <li>• Voicemail Forwarding Support</li> </ul>	
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**CALL FLOW**

1. Caller calls the Virtual Office.
2. Virtual Office greets the caller and plays the enabled department selections. Currently supported selections are: Sales, Support, Accounting, Business Development, Marketing, Customer Service, Vendor Relations, Order Status, and Operator.
3. Caller makes a valid selection.
4. The system forwards the call to the number assigned to this selection.
5. The subscriber hears the caller selection identification and decides how to respond to the call.
6. Both parties are connected.

**CALLING CARDS**

The COTeL platform allows advanced calling card services, for inexpensive long-distance and international calling. If the subscribers are traveling and want to take advantage of COTeL's low long-distance and international call rates, they can access the system and authenticate via PIN or Caller ID (for example from an authorized mobile phone) or both. In addition, they can access their online Address Book and make calls directly with the offered COTeL Softphone software that runs as and ActiveX application in Microsoft Internet Explorer. One additional way to interact with the Calling Card is to request a call-back service described in the Call-Back Service section.

**Main Features**

<ul style="list-style-type: none"> <li>• PIN Authentication</li> <li>• ANI/CallerID Authentication</li> <li>• Voucher Recharge Support</li> <li>• Account Recharge Support via IVR Interface</li> <li>• Authorized CallerID Management via Web or Phone</li> <li>• Distinctive Ringing for Speed Dial Numbers</li> <li>• Speed Dial Managed by Subscriber</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-Call Support within a single initial call</li> <li>• Web Management of Authorized Caller ID lists</li> <li>• Web Call History Management</li> <li>• Web Statement and Balance Information</li> </ul>
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**CALL FLOW**

1. Subscriber calls the COTeL central number
2. Subscriber is authorized based on Caller ID
3. If Caller ID authentication fails subscriber enters authorized PIN number
4. Subscriber hears their account balance
5. Subscriber speed dials the selected number and hears the authorized time for this call
6. Subscriber hears distinctive ringing
7. Subscriber is connected
8. Subscriber terminates the first call and dials a second number
9. Subscriber talks to the second party
10. Subscriber hangs up the call
11. The subscriber checks his call history and call balance via Web