



TELUS IP-One Innovation

changing the way business communicates

transition to IP Telephony

While IP telephony can markedly improve the efficiency of your business, there are other factors to consider. Purchasing and managing the equipment and software is a major undertaking. It can eat up your precious resources – both time and money.

There is a better way to implement IP telephony – TELUS IP-One Innovation, an award-winning hosted and managed IP telephony service. We provide the equipment, the software, and the experts to manage all aspects of your solution. The day-to-day management of your infrastructure is our responsibility. You enjoy the benefits of a superior service, and your employees focus on your core business.

IP-One Innovation is part of our TELUS IP-One family of industry-leading IP telephony solutions. Our range of solutions allows you to choose the level of VoIP adoption that best suits your business. IP-One is part of our suite of Managed Voice solutions, which address the key connectivity needs of our clients. They enable you to connect seamlessly with customers, suppliers or employees – anywhere, anytime, via the TELUS' IP-based Next Generation Network.

the best for your business

With TELUS IP-One Innovation, your business gains unprecedented freedom to build a communications platform that is flexible in meeting your needs. This robust and versatile service offers outstanding voice quality and a wide range of advanced applications. TELUS IP-One Innovation allows you to take advantage of the benefits of IP telephony and meet your business objectives:

Boost productivity. IP telephony offers integrated messaging and multiple-location access to services. These features are key productivity tools because they streamline your communications and access to information. Web-based administration provides for easier management.

Reduce costs. A converged network reduces your administrative and support costs. A single department can deal with both workstation and phone moves/adds/changes. Phones can be quickly and easily moved, without the associated costs of traditional systems. Monthly subscription pricing provides you with predictable communications costs.

Enhance service to mobile workers. Your organization must be able to deliver the same functionality to remote workers as it does to corporate headquarters. With TELUS IP-One Innovation, your mobile and distant workers access the same voice mail system and applications as employees located at headquarters.

Unify communications. With a converged network, you can access corporate information from any device – cell phone, laptop computer, PDA – regardless of the platform. This unified approach to communications increases productivity, empowers collaboration and increases responsiveness.

Improve flexibility. Because TELUS IP-One Innovation has an integrated, open standards architecture, you can subscribe to new applications as they become available and easily access them via an integrated Web interface. Our solution easily scales to allow you to add new users without significant capital expense.

Ensure business continuity. Because TELUS IP-One Innovation is managed off-site, TELUS ensures that your system remains available in the event of an emergency. You can guarantee business continuity and customer satisfaction.

With TELUS IP-One solutions, you gain outstanding voice quality and features such as enhanced mobility applications, a powerful and intuitive Internet Web portal, integrated messaging, conferencing, and seamless multi-site integration.

TELUS IP-One Innovation is hosted and managed in TELUS' carrier-class Internet Data Centres.

These centres eliminate any single point of failure and are monitored 24x7x365. TELUS is one of the first major communications providers in the world to deploy an IP network built for high-quality voice, data and video applications.

comprehensive features

In addition to outstanding voice quality, TELUS IP-One Innovation offers features such as enhanced mobility applications, a powerful and intuitive Internet Web Portal, integrated messaging, seamless multi-site integration – all with virtually no maintenance of equipment and substantially reduced costs associated with moving, adding or changing your telephony system and users.

Web-based administration allows your employees to customize their communications to their own needs, saving them time and increasing their satisfaction levels – leading to improved productivity.

Web Portal. Manage your calls, voice mail messages and conference calls from one easily accessible, secure Web Portal. Each user can customize their homepage to accommodate their specific needs.

Integrated voice mail. You can access your messages via the phone, IP-One Innovation Web Portal, Microsoft Outlook®, or any IMAP 4 e-mail client.

One voice mailbox. The TELUS IP-One Innovation voice mailbox amalgamates all voice mail messages. Use only one greeting, one password and one number to retrieve messages.

Call log. View a listing of your missed, answered and dialed calls via the Web Portal or your phone.

collaboration tools

TELUS IP-One Innovation increases productivity and empowers collaboration:

Meet-me conferencing. Quickly and easily schedule teleconference calls by using our on-line conferencing tool with 24x7 accessibility, e-mail notification scheduling and no need to engage an operator.

On-demand conferencing. Connect up to six parties instantly by simply clicking a button on your Web Portal or your IP phone.

flexibility for mobile worker and telecommuters

Our advanced voice functionality allows you greater flexibility, and ensures availability from any location. The key is transparency – your customers reach you the first time they call, there's no redialing and no multiple numbers to dial. You gain mobility without sacrificing customer service. Features include:

Remote extension. Turn any phone – including your home or mobile phone – into your TELUS IP-One Innovation office phone.

Auto station relocation. Move from one desk to another, within the same site location, by simply unplugging your IP phone from your old desk and plugging it into your new one. No service calls, no MAC charge, no waiting.

Find me/Follow me. Increase your availability by directing incoming calls to different phone numbers.

One number. Improve customer service by providing your customers with only one number to reach you wherever you are.

Message notification. Stay informed by having notification of new voice messages delivered to your pager, cell phone or e-mail.

a solution that meets your needs

TELUS makes it easy to move to IP telephony when your business is ready. With TELUS IP-One Innovation you gain unprecedented flexibility to build a communications platform that is tailored to your needs. The flexibility of the TELUS Next Generation Network makes it easy to adjust bandwidth requirements to meet the changing needs of your organization. We also offer customized deployment of IP-One Innovation with two levels of service:

- **IP-One Innovation Enterprise** provides a comprehensive set of applications to help you leverage the benefits of network and application integration – including the simplicity of convergence and resulting cost reductions.
- **IP-One Innovation Virtual** provides many of the benefits and features of IP-One Innovation Enterprise, without investing in new infrastructure. This solution is a low-risk entry point into IP telephony, helping you to build and deliver a migration strategy to IP.

You can count on the TELUS team to work closely with your organization to create high-performance IP telephony solutions that meet your business needs.

911 Disclaimer:
Service outages may prevent successful 911 call completion.
You must tell us where you are.
International Restrictions: If you are calling from outside of Canada, use a telephone which connects you to local emergency services. The TELUS operator will not be able to connect your call to emergency personnel in an international location.

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