



Northland
COMMUNICATIONS



KEEP IT SIMPLE...

NORHLAND OFFERS:

Local Dial Tone

Long Distance

High Speed Internet

- Fiber
- T1
- Wireless

Telephone Systems

- Products
- Installation
- Support

Call Center Applications

Web Hosting

Colocation

- Utica
- Syracuse

Conferencing Services

VOIP

Structured Cabling

with **BUSINESS ESSENTIALS**

Voice services are an integral part of your business. Employee call management, lengthy bill reviews, and service troubleshooting are not. Using your existing high speed internet connection and VOIP technology, Northland provides an unlimited local and long distance calling solution for customers that want to keep it simple.

BUSINESS ESSENTIALS packages starting at:

3 Line Package	\$135.00	6 Line Package	\$224.97
4 Line Package	\$152.00	7 Line Package	\$262.00
5 Line Package	\$188.00	8 Line Package	\$298.31

Includes all monthly surcharges. Taxes excluded.

Pricing based on an existing speed internet connection. Unlimited domestic long distance calling only, additional charges will apply to international long distance and inbound toll free calling.

UTICA OFFICE

317 Court Street
Utica, NY 13502
(315) 624-2000

SYRACUSE OFFICE

1 Dupli Park Drive, 5th floor
Syracuse, NY 13204
(315) 671-6200

info@Northland.net www.Northland.net

AVAYA

NORTEL
NETWORKS™ Authorized Distributor

FEATURE	NORTHLAND COMMUNICATIONS <i>BUSINESS ESSENTIALS</i>	OTHER VOIP PROVIDERS
<i>INTERNET BANDWIDTH OPTIONS</i>	Keep your current internet provider – Business Essentials works over any internet connection.	Other providers may require you to switch to their internet service. This can cause disruption in service, loss of IP addresses and a change in cost.
<i>VOICE QUALITY</i>	Highest Quality VOIP Protocol – As close to toll quality as possible over VOIP - Northland uses the G.711 VOIP protocol.	Some providers may use G.729, or high compression protocols, which can cause degradation of voice quality.
<i>INSTALLATION</i>	Expert on-site installation and support; Northland installs and tests the service at your location.	Other providers may ship you a VOIP gateway box and expect you to install and test it yourself.
<i>TELEPHONE SYSTEM INTEGRATION</i>	Northland's Business Essentials is not replacing your phones or your phone system. If you have a phone system now, Northland will integrate so that each line can be "shared" by multiple employees and you will continue to have access to the features of your phone system. If you don't have a phone system, you can continue to use the phone sets you own today.	Other providers sell lines that don't work with telephone systems. They require that you buy a line for every employee in your company, by-passing all of the benefits and cost savings of your telephone system.
<i>LINES VS. TELEPHONE HANDSETS</i>	Your current handsets will work with Business Essentials. The number of lines you need is usually much less than the number of phones you need.	Other providers require that you buy a phone and line for each employee in your company.
<i>ONE RATE</i>	Business Essentials includes one total price for telephone lines and an unlimited domestic calling package.	Low rates may not include additional costs for calling plans.
<i>COST AND FEES</i>	No hidden fees and charges – Northland's simplified billing process ensures that you know the price upfront. The total price includes the lines, an unlimited domestic calling plan, and all surcharges and fees (taxes are excluded from prices).	Some require you to purchase "calling plans" in addition to an advertised low rate. Some providers don't include surcharges or other fees in their advertised price.
<i>TECHNICAL SUPPORT</i>	Local support – Northland's local service team is ready to respond to any Business Essentials' service issue 24 hours per day.	Many providers have support that is not based locally. Some will just ship you replacement equipment so that you have to repair the equipment yourself.
<i>FUTURE GROWTH</i>	Service that grows with you – As your business expands, Northland can partner with you to provide a complete range of telecom services with advanced features.	Most VOIP providers only provide local and long distance lines over the internet.

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