

**FlexGrow<sup>®</sup>**



*Integrate high volumes of voice  
and data on one affordable pipeline*

## **Introducing Verizon® FlexGrow® service... a channelized T1 service.**

For a low, monthly fee<sup>1</sup>, FlexGrow provides a 24-channel (T-1), dedicated communications pipeline connecting your location with the local Verizon central office. FlexGrow is available in four combinations of 12 to 20 digital quality voice channels and a single high speed Internet access path of 4 to 12 combined data channels.

The business voice channels provide local dial tone between your Verizon central office and Verizon network termination equipment located on your premises. The voice channels may then interface into your telephone common equipment.

The Internet access connection is extended from the Verizon central office to Verizon Online or your choice of Internet Service Provider (ISP) via high-speed interoffice facilities. FlexGrow requires a channel bank, which is located on the customer premises and can be provided by Verizon.

### **The benefits of better communications**

When you choose one of our four FlexGrow products, your business will enjoy:

#### ■ **Efficiency and Flexibility:**

Whichever FlexGrow product you choose, you will increase Internet access by using a dedicated, high-speed connection. Plus, you can upgrade your FlexGrow service as your voice and/or data needs expand.

■ **Affordability:** Bundling high-speed, high-capacity channels into a single pipeline can be more cost-effective than other alternatives and can provide better quality communications. You will save each month by reducing the number of individual voice and data facilities between your business location and our Verizon central office from many to one. We are making this technology affordable and accessible to many businesses that don't have the time and/or personnel to install, analyze and manage it in-house.

■ **World-class Reliability:** Not only does Verizon provide you with the technology you need to succeed, but we also offer around-the-clock remote monitoring and maintenance testing on an ongoing basis.

### **Voice, data and Internet access from a single source!**

With FlexGrow and Verizon Online as your ISP, you can have uninterrupted, point-to-point dedicated Internet access service from your business to our Verizon Online ISP service. Verizon Online Dedicated Access provides a full range of server access speeds that logically complement and are efficient matches to whichever FlexGrow Internet speed you choose.

For a flat monthly rate, Dedicated Access provides:

- *Unlimited usage*
- *99.9% Service Level Guarantee*
- *Your choice of browser*
- *24/7 monitoring/technical support*
- *Redundant, IP backbone network*



## **Extend the efficiency and cost-effectiveness of FlexGrow® right to your telephone**

Your telephone can be your company's most powerful business tool. No matter what the size of your business, FlexGrow can offer you a combination of Verizon's most popular and useful call management features that are easy-to-afford and simple-to-use. Simply call Verizon, and one of our friendly representatives will guide you to the service that will benefit your business the most.

For small businesses, the FlexGrow features option offers call features that will allow you to keep in touch like never before. And all for less than a dollar a day, which makes it one of the smartest business decisions you can make.

For medium to large businesses our FlexGrow Custopak® and FlexGrow Centrex Plus options are the ideal solutions for growth with increased productivity, improved customer service and reduced internal costs. And all you need to supply are the touch-tone telephones!

### **FlexGrow® features option (FlexGrow plus a Verizon WorkSmart™ Package)**

This option provides a selection of call-handling features that are installed on your voice channels and managed from our ultra-reliable central office.

Choose the features that work best for your business

- **Call Forwarding<sup>2</sup>:** Automatically reroutes your business calls to the telephone number you designate, including your mobile phone. So being out of the office doesn't mean being out of reach.

- **Call Waiting:** Alerts you to incoming calls when you're on the line. So customers get fewer busy signals, and you can handle more calls.

- **Caller ID Services:**

- **Caller ID/Caller ID with Name<sup>3</sup>:** Lets you prepare before you answer by displaying the telephone number or the telephone number plus listed name associated with an incoming call from service-equipped areas nationwide. You can give preferred customers the priority attention they deserve. For calls outside your regional calling area, the display will show the name and number, the number only, an out-of-area message or no message.

- **Call Waiting ID with Name<sup>3</sup>:**

Lets you know when an important caller is trying to reach you by displaying the telephone number and listed name associated with an incoming call while you are on the line, so you can decide how to respond.

- **Three-Way Calling<sup>2</sup>:** Saves the time and travel costs of face-to-face business meetings by allowing you to collaborate on one telephone conversation with up to two other parties, no matter where they are located.

- **Ultra Forward<sup>2</sup>:** Assures that you'll always be reachable. You can change the forwarding of your business calls to any telephone number from any touch-tone telephone, nationwide—even your mobile phone.

### **FlexGrow and Centrex... powerful communications without the hassles**

We'll help you choose a FlexGrow Centrex option that's virtually hassle-free—because Verizon manages it for you.

A Verizon FlexGrow Centrex telecommunications system will allow your business to benefit from:

- **Unlimited Growth Potential:** Centrex grows as your business grows. Simply add lines and features as necessary.

■ **Peace-of-Mind:** Rest assured, a Verizon FlexGrow Centrex system will never become obsolete because the switching equipment is located in the Verizon central office—giving it unlimited capacity.

■ **Reliability:** Our trained experts monitor and maintain your system 24 hours a day/seven days a week, so you don't have to.

■ **Choice:** Simply call one of our representatives, and we'll help you custom-tailor a system that includes the features that are most beneficial to your business.

### The advanced calling features you need

The following features are common to both FlexGrow CustopAK and FlexGrow Centrex Plus:

■ **Call Forwarding<sup>2</sup>:** Redirect calls to alternate answering points when you can't answer the phone.

■ **Call Hold:** Put a call on hold—freeing the line to answer or receive another call.

■ **Call Pick-Up:** Answer incoming calls from another telephone when the called party is not available.

■ **Call Transfer<sup>2</sup>:** Transfer a call to any other telephone number.

■ **Call Waiting:** Alerts you to incoming calls when you're already on the line.

■ **Caller ID with Name and Number<sup>3</sup>:** Know who's calling before you pick up the phone.



■ **Direct Inward Dialing (DID):**

Each user is assigned their own telephone number.

■ **Direct Outward Dialing (DOD):**

Users simply pick up the phone and dial to make an outside call.

■ **Hunting:** Calls “roll over” to the next available line when the called party doesn't answer.

■ **Speed Calling:** Program frequently called numbers with a one- or two-digit code.

### Build a network you can count on

Let us design a flexible voice and data solution for your business from the ground up! We provide a world-class, high-speed digital backbone network that extends Verizon network monitoring from your site to our ISP. Plus, you will realize added cost savings from your end-to-end Verizon Internet access solution.

### And there's more...

Your business can benefit from Verizon's web hosting capabilities as well. Ask your Verizon representative for more information about web hosting and our many other Internet-related services, which include networking solutions and Outsourced E-mail.

### Start FLEX-ing your communications muscle

For more information on how Verizon® FlexGrow® services can help make your business communications more efficient and affordable, or for information about any of our other valuable products and services, call your Verizon representative today.

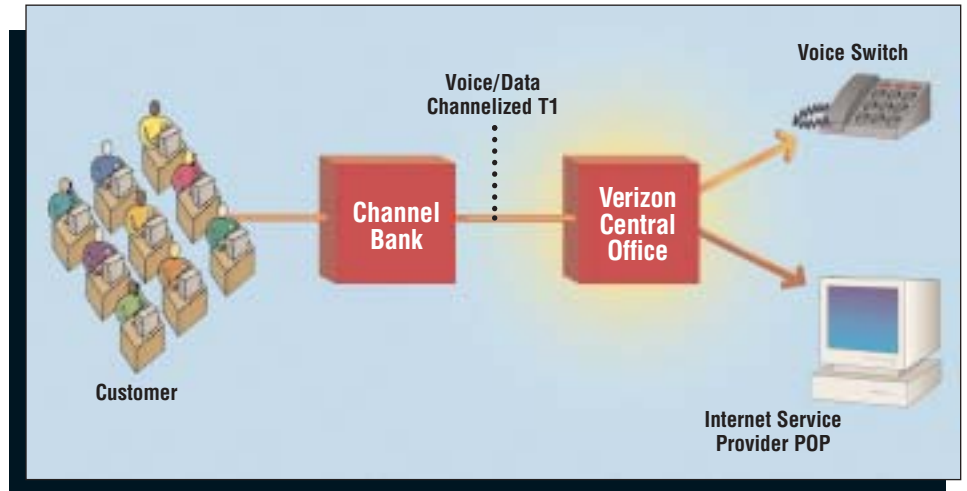
<sup>1</sup> You must sign up for a one-year service agreement. An early termination fee applies if you cancel service before your commitment expires.

<sup>2</sup> If you transfer, conference or forward a call outside of your Centrex system, all applicable local, regional toll or long distance charges will apply.

<sup>3</sup> Caller ID services require separate Caller ID display units or Caller ID-compatible telephone sets. Caller ID units and telephone sets can be purchased from Verizon® TeleProducts or another electronics retail outlet. The display unit storage capacity for recording incoming call information and the out-of-area message will depend on the manufacturer and model of the unit. Not all calls are identified.

# FlexGrow®

**Greater flexibility and efficiency**



FlexGrow offers four choices of voice and data combinations. Simply choose the product offering which best satisfies your needs:

Product Offering	Combined Channels	Data Speed	Voice Lines
FlexGrow® 256	4	256 Kbps	20
FlexGrow® 384	6	384 Kbps	18
FlexGrow® 512	8	512 Kbps	16
FlexGrow® 768	12	768 Kbps	12



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