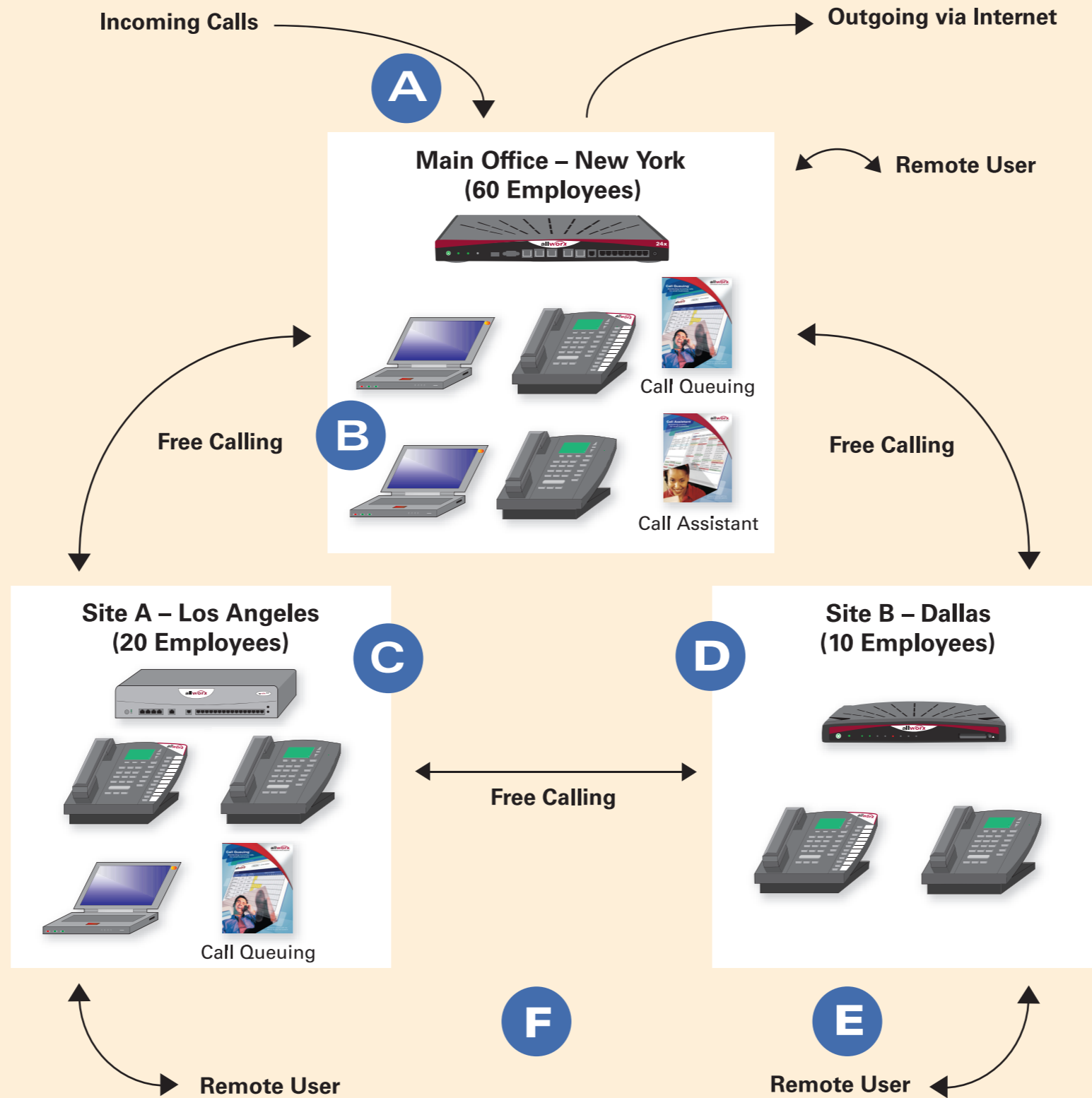


Scenario 1

- A** Incoming call enters the New York Office via phone lines or VoIP.
- B** Call answered internally via PBX, Key or VoIP functions, or routed to remote location.
- C** Call is routed to call queue in Los Angeles office.
- F** The Allworx systems handle the entire process in a manner transparent to the caller, and because calls are sent via the Internet there are no long distance charges.**



Scenario 2

- A** Incoming call enters the New York Office via phone lines or VoIP.
- B** Call answered internally via PBX, Key or VoIP functions, or routed to remote location.
- C** Call is routed to call queue in Dallas office.
- E** Call is then transferred to a remote user via the Dallas office.
- F** The Allworx systems handle the entire process in a manner transparent to the caller, and because calls are sent via the Internet there are no long distance charges.**