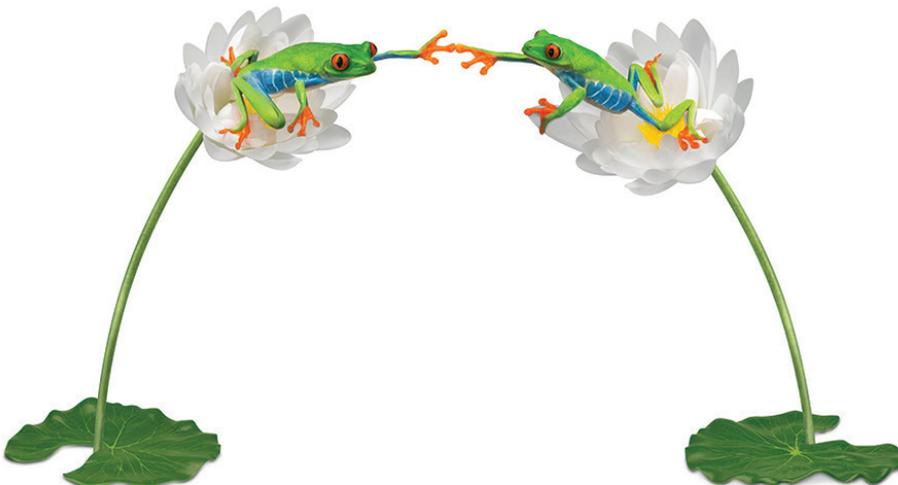


Collaboration capabilities via the cloud, for business.

Unified communications and collaboration are changing everything. Now, your customers can reach your employees no matter where they are. Your employees can work together whether they're separated by a cubicle wall, a city block or the entire country. Everyone in your business can be available to anyone who needs them, any time. Employees can be more effective, more efficient, and more productive. You can improve your competitive advantage by providing a better customer experience, and you can develop a stronger business continuity plan. Best of all, you can achieve all this with reduced capital expenditure, thanks to TELUS Cloud Collaboration powered by Cisco's Hosted Collaboration Solution.

All the features and benefits of collaboration, now in the cloud.

TELUS Cloud Collaboration maximizes employee productivity by giving you cloud-based access to the latest unified communications and collaboration features, on the latest infrastructure, using the latest Cisco applications and services. Whether you have as few as one-hundred or thousands of employees, TELUS Cloud Collaboration can help you avoid the cost and complexity of having your own on-site system.



Why TELUS for Cloud Collaboration?

The TELUS network and data centres deliver a world-class experience. As one of Canada's leading telecommunications companies, TELUS has a well established, world-class wireline and wireless infrastructure, together with one of the country's largest data centre footprints. We can provide an end-to-end solution, and everything we do is designed around an advanced foundation of security, privacy and reliability for your peace of mind. In line with our commitment of delivering exceptional services with superior reliability, TELUS Cloud Collaboration is backed by a service level agreement (SLA) of 99.9%.

Plus, with TELUS VITILcare Cloud included, you can offload all your network, hardware and software monitoring and management to experts.

TELUS is also a Cisco Gold partner, with extensive Cisco certified resources. This means you are supported 24/7 by fully trained Cisco experts who have access to the latest advances and upgrades to ensure your solution is always ready to deliver what you need.

Start with:

- **Voice and Video:** Be available to colleagues and customers; use video to enhance your interactions
- **Voicemail and Integrated Messaging:** Never miss an important call; messages are centrally deposited to one message box for ease of management
- **Presence and Instant Messaging:** Know where everybody is and their status; reach them quickly and securely via the convenience of Instant Messaging
- **Unified Mobility Services:** Route calls to mobile and/or otherphones when you're away from your desk
- **Cisco Jabber:** Be productive from anywhere across most devices including Android, Windows, MacOS, or iOS, collaborating via your choice of voice, video, Presence, Instant Messaging and other services like WebEx conferencing

Add your choice of:

- **Contact Centre capabilities:** Improve your customer experience with best in class contact centre features such as skills based routing, enterprise-grade IVR, real-time reporting and more
- **WebEx Meeting Centre, Audio Conferencing and Videoconference solutions:** Share desktops and collaborate in real time, quickly and conveniently without the need to physically be at the same location
- **Attendant/Receptionist Console:** Answer every call professionally

Plus:

TELUS Cloud Collaboration gives you access to an easy to use self-serve portal for adding new users quickly and simply. The solution is compatible with a variety of connectivity options (digital PRI, IP Trunking, or analog phone lines) for voice calling, and includes VITILcare Cloud which offers 24/7 support and maintenance service.

TELUS will eliminate the need for you to deal with system issues and software updates by proactively monitoring, optimizing, and managing your services and equipment. Four pre-defined packages and per-seat monthly billing help ensure that the service meets your unique business needs and does not burden your cash flow.

The cloud works for you on every level.

Choosing TELUS Cloud Collaboration eliminates the barriers to adopting best-in-class unified communication and collaboration services.

Benefits include:

- **Financial:** Choosing TELUS Cloud Collaboration means lower upfront costs and a predictable monthly fee per user for your subscription, simplifying accounting and freeing your capital to invest in your business.
- **Productivity:**
 - With Presence and Instant Messaging, WebEx Meeting Centre, audio and video conferencing services included, your employees can be more productive and work together wherever they are, with no need to travel
 - With VITILcare Cloud support and maintenance services included, managing all your communications is simple and your IT resources are free to focus on your core business
- **Technology:** Using the cloud reduces technology risks and simplifies management:
 - Your solution is always current, with the latest applications and services
 - You can quickly and easily deploy across multiple users and sites
 - You can ramp up fast, adding new users whenever you need to
- **Business continuity:** Two geo-resilient data centres support your solution and ensure application and network resiliency for your peace of mind. Voice routers, configured by TELUS at each of your business sites, will redirect calls should your Internet connection ever go down, assuring you of business continuity despite unforeseen circumstances.



With TELUS Cloud Collaboration, you can take advantage of the global success of Cisco's Hosted Collaboration Solution (HCS) platform.

More than 1 million users rely on the Cisco HCS platform daily, across the globe. Every day, Cisco proves its commitment to the cloud, and our Cisco-based solution promises you:

- A full featured collaboration suite with one architecture, the latest software, features and applications
- Flexible deployment, allowing you to choose a pure hosted solution, a hybrid or a private cloud solution, with a variety of voice options to suit your business needs
- A comprehensive management system that improves fulfillment, self-care and assurance
- The optimal collaboration experience, with pervasive security and simplified operations supporting adoption



Select from four flexible packages based on your business needs

Feature	Description	Basic	Enhanced	Advanced
Basic Call Control	Make and take phone calls	✓	✓	✓
Full Voice/Call Control ¹	Basic call control feature, plus easily switch calls between mobile and office phones, conference in other users for improved efficiency.	✓	✓	✓
Desktop & Mobile App Access	Can be used on any computer, Android, or Apple device ¹ allowing you to access your TELUS Cloud Collaboration capabilities from nearly anywhere.	✓	✓	✓
Single Number Reach	Calls dialed to your number can ring up to four phone destinations simultaneously so you never miss an important phone call with unanswered calls forwarded to your voice mail	✓	✓	✓
Unified Mobility	Use almost any device (or your office phone which is automatically configured with your extension number and personal settings) to get your phone calls and messages from anywhere	✓	✓	✓
Messaging & Voicemail	Access your voicemail messages anytime and anywhere from an IP phone, mobile phone, tablet, Web browser, email or desktop client such as Cisco Jabber. You can also choose to have your voice messages transcribed and delivered to your email inbox	✓	✓	✓
Video Conferencing	Video conference with another caller (from your computer or most devices), to benefit from enhanced interactions		✓	✓
Desktop Softphone	Get Unified Collaboration features on your PC through a desktop Softphone which comes with an intuitive interface, integrated directories and more		✓	✓
Number of Devices	Connect the device(s) of choice: desk phone, tablet, smartphone, etc. The advanced package allows up to 10 devices to be connected.	1	1	10
VITILcare Cloud ²	Management and support for applications and on premise equipment	✓	✓	✓

Connect with us today.

Call **1-877-710-0404** or contact your TELUS Account Representative



¹ Additional charges may apply for Blackberry or Windows integration ² VITILcare Cloud support and maintenance services apply on the TELUS Managed Router/Premise Gateway only - additional charges apply for support & maintenance on LAN and phone sets. NOTE: In order to support fax machines and analog phone lines, seats are available at a lower price point. Please ask your Account Representative for more detail. © 2016 TELUS. 16_00227