

IMPORTANT QUESTIONS TO CONSIDER WHEN CHOOSING A HOSTED PBX PROVIDER

How long has this company been in business? Who owns the company?

Is this Company Debt Free? If not, will they be in business in 5 or 10 years?

Are they a registered CLEC (Competitive Local Exchange Carrier) in all states?

Do they design and develop their own platform? Or are they reselling someone else's software?

If they resell someone else's software, are they offering the latest release of that software?

Do they own their own data center? Or do they co-locate in someone else's data center?

Do they have engineers or technicians on-site at the data center?

Are they PCI Compliant? Are they HIPPA Compliant?

Do they manufacture their own phones? Or do they resell someone else's phones?

If they resell someone else's phones, is it an end of product life model?

Do they offer a lifetime warranty on their phones?

How many features are inclusive to the platform? How many are optional and at what additional cost?

Is Customer Support in-house? Or do they outsource their customer support?

Is the Customer Support center U.S. based?

Is the Customer Support center open 24/7/365?

What is the Customer Churn rate? (% of customers who leave)

Can you afford to make an uninformed decision?



Why Crexendo?

- Publicly Held, Debt Free Leader in the Cloud Communication Industry
- Regulated CLEC (Competitive Local Exchange Carrier) in Every State
- We Manufacture, Design, Develop and Support Every Aspect of our System in House
- We Own our Data Center, which is Fully Redundant with 99.999% uptime
- Data Center is PCI Compliant, HIPPA Compliant, with 24/7 Surveillance and Monitoring
- Certified engineers and security professionals on-site
- Life Time Warranty on phones and Support Included for the Full Term
- Free Software Upgrades for the Full Term
- Most Inclusive Feature Rich Platform in the Industry
- In-House, U.S. Based, Customer Support Center available 24/7/365
- Customer Satisfaction rating of 95%
- Less than 1% Customer Churn





With data security concerns at an all-time high, it is no surprise companies continue to place a premium on ensuring sensitive data is protected from unauthorized access. Whether it is due to internal policies or external compliance, securing data continues to be a high priority for organizations of all sizes. Crexendo addresses these concerns through utilizing best in practice security standards and utilizing only top tier manufactures of hardware and software.

- Network:** Cisco branded routers and firewalls provide our first level of defense against malicious traffic and breach attempts. All hardware is reviewed on a regular schedule for firmware and OS updates. These are then tested in a development environment before rolled out to production. All traffic is then funneled through a network load balancer with rules and alerts in place based on traffic types and dynamic pattern awareness.
- Servers:** Dell branded hardware powers all of the bare metal servers utilized in our production environment. Each server runs a version of Linux operating system based on the task it performs. Each OS version is patched to the latest stable release for its series. Software based firewalls are utilized on each machine to restrict traffic to only the ports and protocols that required by that type of server. Each server type has numerous replicated server to cluster them to prevent a single point of failure.
- Storage:** Dell Storage arrays are utilized for the storage of all customer data and server software. The storage unit utilizes controller-based Data at Rest Encryption (D@RE), which encrypts stored data as it is written to disk. Whether drives are lost, stolen, or failed, unauthorized access is prevented by rendering the drive unreadable without the encryption key within the storage system.
- Monitoring:** Crexendo utilizes multiple points of system monitoring including network, hardware, traffic and user access. The systems are built with alerts to emails, SMS and webhooks to IM applications. Teams of multiple staff are assigned to notification groups based on areas of expertise with on-call rotating schedules.

Audits: As a company, Crexendo is committed to maintaining compliance standards in both customer privacy and data security where customer records and financial information are stored. In addition to standard compliance policies put in place by the following designations, our company participates in internal process reviews periodically throughout the year.

PCI - PCI (Payment Card Industry) standards have several designations: Merchant, Service Provider and Hosting Provider; which fall under the PCI DSS (Data Security Standard). The designations for both the Merchant Level and Service Provider are determined by the number of transactions processed, stored or transmitted on a merchant account. Crexendo falls under the Merchant Level 3 designations. This designation requires the company to complete: Self Assessment and Attestation of Compliance annually, quarterly vulnerability scans, an annual penetration test and an audit of the controls.

404 SOX Certification - As a publicly traded company, Crexendo is subject to and has completed its annual 404 Certification for SarbanesOxley (SOX). IT security and controls are included in this annual certification to evaluate the controls over financial reporting and privilege based user and employee access. PCI and SOX both require the protection of private information. Crexendo defines private information as any consumer or employee information (i.e. credit card numbers, name, SSN, phone number).

Crexendo's Most Popular Features

Crexendo Included Features

- Call Center (ACD)
 - Whisper, Monitor, Barge, Record, Reports, Dashboard
- Cloud Communicator (Call Control, Screen Pop)
- Enterprise-Class Voicemail
- Unified Messaging
- Record-a-Call (Call Record On-Demand)
- Auto Attendant(s)
- Company Directories (Dial by name and Extension)
- Hunt Groups (All-ring, Screened, Sequential Ring)
- Call Park, Call Retrieve
- Conferencing (Meet-me 30-party audio bridge)
- Music/Message on Hold
- Numbers Portability
- Disaster Recovery/ Business Continuity
- Web Portal (User and Admin)
- Multi Time Zone Support (Multi-Location E-911)
- Unlimited Local & Long Distance Calling

User Included Features

- Extension Dialing (Intercom)
- Find Me/Follow Me (Status)
- Call Move, Forward, Transfer
- Paging
- Local 3-party conference
- Crexendo Mobile App
- Crexconnexe

Optional Features

- Toll-Free Numbers
- Virtual Numbers
- Cloud Fax
- Auto-Call Record
- Analytics
- Call Back in Queue
- Voicemail Transcription
- Soft Phones
- QuickConnect, SMS & Picture Messaging

Crexendo Phones

Crexendo T-48S SIP Phone

- ☁ 7" Color Touch Screen (800 x 480 pixels)
- ☁ 29 Customizable Feature Buttons
- ☁ Full HD Audio; Integrated Headset Support
- ☁ Advanced Echo Cancellation
- ☁ Dual Port Gigabit Ethernet
- ☁ Optional Bluetooth or Wi-Fi USB



Crexendo CX400

- ☁ 4.3" 480 x 272-pixel color display with backlight
- ☁ 10 line keys that can be programmed with up to 27 various features (3-page view)
- ☁ 7 features keys: hold, message, mute, redial, info, conference, headset, transfer, speaker
- ☁ High Definition Voice Quality
- ☁ Dual-port Gigabit Ethernet
- ☁ Built in USB for Bluetooth headset support (via optional BT40 Bluetooth dongle; sold separately.)
- ☁ Built in Wi-Fi through WF40; (sold separately.)



Crexendo CX275

- ☁ 2.7" 192 x 64 pixel graphical LCD display with LED for call and message waiting indication
- ☁ Up to 12 feature keys (3-page view) for custom feature assignments
- ☁ 5 feature keys: message, mute, redial, headset, speaker
- ☁ Full HD Audio; Integrated Headset Support
- ☁ Dual-port 10/100M Ethernet
- ☁ Built in USB for Bluetooth headset support (via optional BT40 Bluetooth dongle; sold separately.)
- ☁ Built in Wi-Fi through WF40; (sold separately.)



Lifetime Warranty