

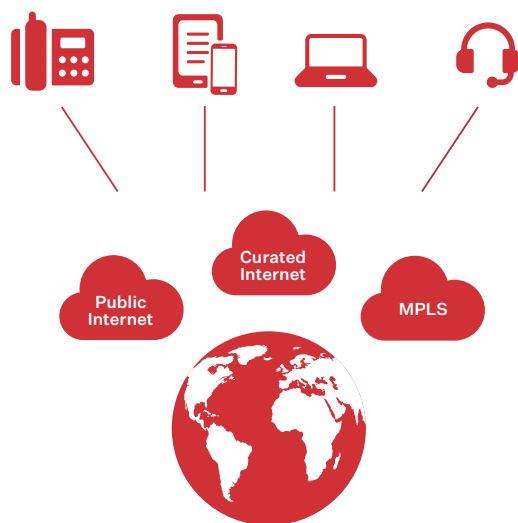
Your Ooma Enterprise Proposal

Ooma Enterprise provides greater ease and efficiency and a better employee / customer experience.

- Feature-rich, enterprise-grade voice, text, conferencing, and call center solutions
- Highly customizable with support heroes to help during every step of the journey
- Simple to use admin portal – easy updates from anywhere
- Mobile and desktop applications
- Call center with drag-and-drop call flows
- 24x7 support
- Secure, compliant, global network
- Broadband infrastructure upgrades and deployments as needed

The Ooma Enterprise Network Difference

Numerous strategically located global data centers provide redundancy, security and the shortest hop. Most UCaaS providers are limited to connecting via the public Internet or MPLS. Ooma Enterprise provides pure cloud and hybrid solutions that deliver excellent voice quality at very affordable rates.



**Any device, anywhere globally.
Multiple global data centers.**

Calls and meetings connect through the closest data center, delivering the highest quality VoIP over the shortest distances.



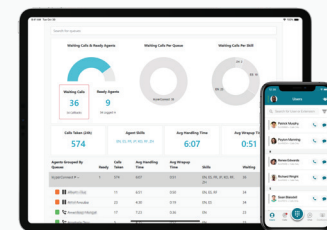
Ooma is a proven leader.

- Founded 2004, publicly traded. NYSE: OOMA
- Cloud-delivered VoIP and Unified Communications as a Service.
- Support over 2 million endpoints.
- Personalized service, customized, integrated solutions that deliver great business value.
- Ideal for fast growing companies with offices across the country or the globe.



Personalized service that is second to none.

- Dedicated customer success heroes provide concierge-style service every step of the way.
- Provide proactive planning and smooth delivery, maintaining business continuity with little disruption.
- Curate tailored business communications that are the perfect fit for each organization.
- Provide support during deployment, customization, and integration with other SaaS solutions.
- Full accountability from one proven vendor.



Mobile app, desktop app, and real-time reporting.

Use your business communications system on your Android / iOS phone or PC / Mac. Our intuitive web-based interface makes on-going management and reporting easy!

Ooma Enterprise Features Overview



Basic Telephony Features

- 3-way calling
- Advanced call logs
- Blind transfer
- Call forwarding
- Call forward on device offline
- Call forward on no answer
- Call hold
- Call recording
- Call waiting
- Emergency calling
- Extension dialing
- Follow me find me
- One DID per user
- Supervised transfer
- Virtual fax
- Voicemail to email
- Voicemail transcription



Call Management

- Advanced Call Reporting
- Hunt/Ring Groups
- Outbound caller ID flexibility
- Virtual Receptionist
 - Multi-level menus
 - Dial by name
 - Company Directory
 - Music on Hold
 - Music on Transfer
 - Text-to-speech prompts



Advanced Call Management Features

- Advanced custom call flows
- Attended transfer
- Barge, whisper & eavesdrop / silent monitor
- Custom star codes
- Data/Analytics dashboards
- Full time / ad hoc call recording
- Hot desking
- Shared line appearances



Inter-Office Communications

- Intercom
- Paging: overhead & multi-cast*
- Visual Call park / retrieve



Collaboration

- Audio conference bridge
- Internal messaging/chat
- Video meetings (chat, screenshare, ad hoc, flexible scheduling)



Company Administration

- Admin portal
- Business name caller ID
- Call permissions
- Company number
- Extension monitoring
- Flexible numbering plan
- Multisite support
- Number porting
- Shared speed dial
- Toll-free number



Mobility Features

- Desktop app
- Mobile app for iOS and Android



Call Blocking Features

- Anonymous call rejection
- Automated robocall blocking
- Custom block lists



Calling Features

- Free number transfer
- Low international rates
- Main line company number
- One direct dial number per user
- One free toll-free number
- Unlimited calling in U.S., Canada, Mexico and Puerto Rico



Customer Service

- 24/7 North American customer support
- Dedicated Customer Success Managers
- SLAs
- White glove onboarding



Enterprise Options

- Bandwidth/connectivity options
- Managed security options
- Pure cloud and Hybrid cloud solutions
- Open and documented APIs
- SD/WAN options
- SIP trunking



Call Center Add-On

- Abandon call counter (admin portal & Qstats reporting)
- Estimated wait time (queue based)
- Graphical IVR & call flow builder
- Multiple call distributions (intelligent call routing)
- Position in queue (queue based)
- Time of day routing (via call flows)

*With proper interface.

“ Ooma Enterprise has always been incredibly flexible. No matter what the situation, or who the client was, they had a solution. For example, they made a flashing light indicator system completely from scratch for a restaurant client to match the client's needs. It came fast and impressed the client, and really made us look good. The portal is a very effective tool to not only analyze things but make changes quickly. It's a very effective tool and I haven't found its equal. The Ooma Mobile App is very useful so you appear to be in the office whether you are or not. Ooma Enterprise has always been fantastic for accommodating special needs that the customer requires but also in providing that “little bit extra” to let the client know they actually care about what the client wants. Ooma Enterprise landed us a number of sales that we probably would not have gotten, had they not been involved.

–Rob Harrison, Support Manager

DigiFX Networks outsourced IT services

“ We experienced a flood about five days before Christmas and our former provider was not able to maintain continuity. Ooma was provisioned and up and running in less than a week. Our main important thing was to have a reliable, consistent provider... and with Ooma, our experience is zero down time. The management portal is absolutely amazing. I have very limited experience in information technology, but with some assistance from the customer success team, we've been able to fully set up the system without the need of a dedicated IT specialist. It's incredibly easy to use. It's a great system and much better than where we were previously.

–Adam Glover, General Manager & Managing Broker

Atira Property Management

“ Ooma makes me feel they are with me as a stakeholder in the project. With my previous provider, I'd have to submit a ticket and wait for hours before it was even assigned to a technician, no matter the severity of the problem. Ooma is providing a personal and close relationship where I'm not stuck on hold when I need to get my business back up and running.

–Greg Miller, Director of IT

Compass Health Systems

“ I'm an agnostic technology matchmaker, picking the best solutions for my clients. The Ooma team deeply impressed me with both their expertise and their willingness to get to work in creating a custom solution to meet the precise needs of Compass Health.” Example: unique traffic shaping and throttling designed to optimize bandwidth across diverse WAN connections, so that clinical application data gets priority over less urgent needs such as email while voice gets priority over everything.

–Rudy Martinez, CEO of Telefonetica

Technology and Telecommunications Advisory Firm.