

Product Name:

Hosted IP Telephony

Availability:

In order to utilize Hosted IP Telephony service, customer locations must reside in the on-net markets served by PAETEC.

Ideal Customer Profile:

PAETEC's Hosted IP Telephony service is an ideal service option for businesses with end-of-life telephony system(s) and wish to retain and/or increase functionality such as features and applications without the need to invest in a new telephony system (i.e., PBX or key system)

CPE Requirements:

PAETEC-certified IP phones and routers are required.

VoIP - HOSTED IP TELEPHONY | In Brief

Product Description

PAETEC's Hosted IP Telephony offers a suite of enhanced applications on a fully managed IP integrated data and voice network. It does not require a premises-based PBX or key system.

Product Capabilities

Multiple service options and feature packages – Hosted Telephony Premium offers a robust suite of end-user and enterprise features and management portals. Hosted Telephony Basic offers a standard suite of end-user and enterprise features with an enterprise administration portal. Hosted Telephony Dial-tone offers enterprise features and administration portal.

A-la-carte enhanced features – Collaboration services options such as Voice Messaging, ACD, IP Conferencing, Auto Attendant, and Attendant Console can be purchased separately with Hosted IP Telephony services.

Integrate voice and data networks – PAETEC enables you to simplify your network management and utilize bandwidth more efficiently.

Flexible connectivity options – PAETEC offers T-1, DS-3, Ethernet, Fast Ethernet, or Gigabit Ethernet connectivity.

Quality of Service – QoS enables proper prioritization of voice, Internet, and data traffic, ensuring appropriate bandwidth is available for each application at all times.

Reduced capital expenditure – Hosted IP services alleviate, the need for investment in a full on-premises IP telephony system.

Product Capabilities (cont.)

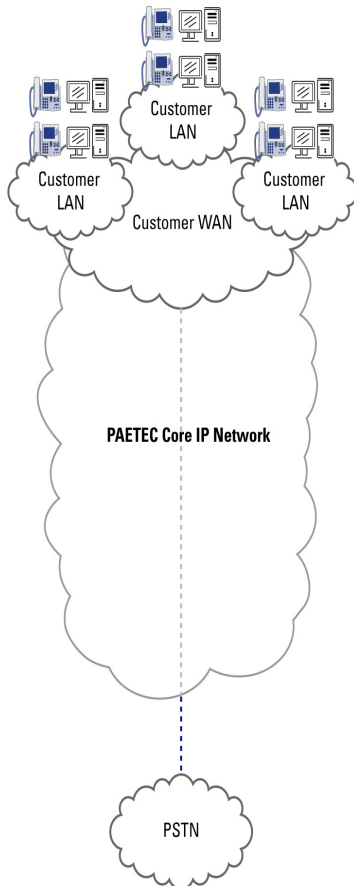
Reduce operational complexity – Simple, centralized management of all move, add, change, and delete (MACD) operations, and telephony features through a single Web portal interface.

Advanced IP applications – Enhance employee productivity with IP applications not available in traditional telephony networks such as Unified Messaging, Find Me-Follow Me, Click-to-Dial, and Web portal control.

Enable all locations with advanced features – Bring cost-effective and consistent access to advanced features at remote locations.

True dynamic bandwidth – Prioritize data and voice traffic according to business needs to ensure quality of voice services. Voice services are not artificially limited to a pre-set number of business lines. Both data and voice services can dynamically use all bandwidth based on customer-selected QoS models.

Security and performance – All traffic rides on PAETEC's private and secure MPLS network that provides industry-leading, end-to-end QoS, and low-latency performance.



Application One

Endicott Insurance provides home and auto insurance to customers from its office located in Orlando, Florida. Endicott struggled to manage its aging telecom equipment and relied on multiple vendors to make system changes. Endicott’s owner knew the company had to upgrade, but there were capital budget constraints. A trusted business associate suggested she contact PAETEC to explore cost-effective options. After a careful analysis of Endicott’s existing system and budget limitations, PAETEC’s representative outlined the benefits of Hosted IP Telephony: significantly reduce capital outlay, a single provider, more features, and functionality for its employees, and an enterprise management portal that makes system changes simple. Today, Endicott is better able to focus on its core business because PAETEC delivers calling features and applications from its network. Day-to-day management of all telephony features and Move, Add, Change, Delete (MACD) operations are made simple and easy with PAETEC’s Web portal interface, and employee productivity has improved through the use of IP applications such as Unified Messaging, Find Me-Follow-Me, and Click-to-Dial.

Application Two

Finnegan’s Furniture is a 30-site retail operation with stores located throughout the Northeast. Each retail location had its own data and voice solution, and Finnegan’s small IT division struggled to manage multiple aging data and voice networks that included frame relay for data, WAN, integrated T-1s, DSL Internet, and Centrex lines with various LECs. Faced with an inefficient infrastructure and a limited capital budget, Finnegan’s vice president of IT turned to PAETEC for a solution. Finnegan’s PAETEC representative analyzed the situation and recommended an upgrade to the entire network to PAETEC’s Hosted IP Telephony solution. The benefits this solution would bring to his company include a single, common solution from one provider, no large capital investment for a full on-premises IP telephony system, PAETEC management of the company’s network hosted infrastructure, and a single integrated voicemail system with consistent advanced features, and integrated dialing plan for all locations. Today, PAETEC provides Finnegan’s with its premium hosted, managed solution – MPLS VPN WAN, Internet access, and voice services on a single IP network with enterprise and user communications management portals. The IT staff enjoys effective, centralized management of inter-office dialing, and reduced network complexity. As a result, employee productivity has improved through the use of consistent, advanced features for every user in the company.