

Product Name:

Network Diversity Engineering

Availability:

Available to the locations listed below only:

Los Angeles, CA
San Diego, CA
Washington, DC
Orlando, FL
Southeast, FL
Tampa, FL
Atlanta, GA
Western MA
Baltimore, MD
Northern NJ
Albany, NY
New York City, NY
Philadelphia, PA
Pittsburgh, PA

Ideal Customer Profile:

Ideal candidates include business customers who depend on consistent and reliable voice connectivity, and those interested in implementing a business continuity solution for their voice services.

NETWORK DIVERSITY ENGINEERING | In Brief

Product Description

PAETEC's Network Diversity Engineering offers select customers Point-of-Presence (POP) and Central Office diversity for their Direct Inbound Dial (DID) and Direct Outbound Dial (DOD) voice traffic, ensuring connectivity in the event of central office or trunk outages. Network Diversity Engineering can be implemented as a business continuity solution for your company's voice services.

Product Capabilities

- Redundant, diverse network connectivity points
- Colocation of voice services at multiple central offices
- Reduced downtime in the event of an outage
- Overflow inbound traffic to a second switch site

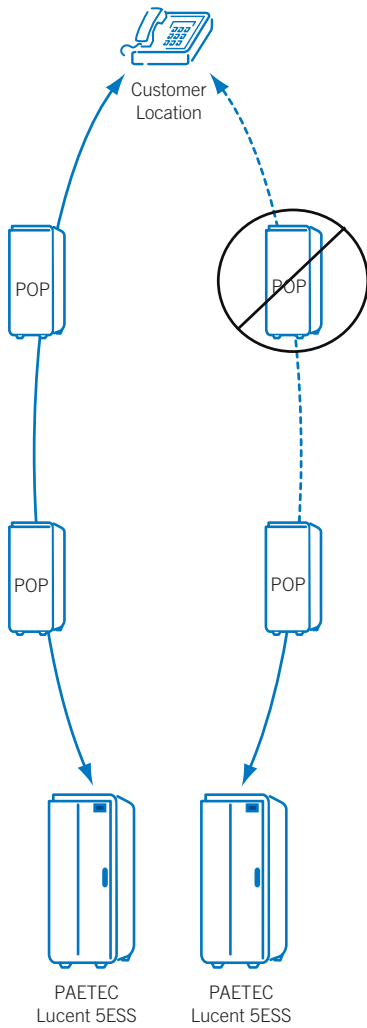
CPE Requirements

The only CPE necessary to utilize Network Diversity Engineering is a Private Branch Exchange (PBX). The customer's PBX must be provisioned by their vendor to utilize both trunk groups for outbound traffic. If the customer's PBX is provisioned incorrectly, outbound traffic will not be transferred to an alternate trunk group in the event of an emergency.

Product Requirements

PAETEC's Direct Trunk Overflow (DTO) is required for Network Diversity Engineering to redirect inbound calls to the customer's main number.

Existing and prospective customers must maintain at least two voice T-1s. Network Diversity Engineering can provision voice services on integrated T-1s. However, data services cannot be diversified.



PAETEC provisions two diverse loops and multiple central offices

Application One

NYC Negotiations Corporation employs over 4,000 individuals in the Northeast, 25% of whom work directly in Manhattan. They also operate an extensive customer service call center 24 hours a day, 7 days a week. When there was an accidental fiber cut in the PSTN backbone between the Central Office and NYC Negotiations' PBX, they still had external connectivity. Fortunately, their voice services are provisioned through PAETEC's Network Diversity Engineering, which provides multiple Points-of-Presence (POPs) as well as diversified central offices. NYC Negotiations continued their business because all of their voice traffic was rerouted to a main number until the outage was resolved. PAETEC's Network Diversity Engineering prevented a costly or detrimental loss of business by provisioning voice services across diversified POPs and central offices.

Application Two

Napa Networks, a medium-sized Los Angeles advertising agency, was experiencing budgetary restraints due to diminished investor relations. With un-forecasted natural disasters obstructing their voice services on several occasions, investors lacked confidence in Napa's call center capabilities. In order to remedy the situation, Napa Networks invested in PAETEC's Network Diversity Engineering, allowing them to diversify their voice networks with limited expenditures. Network Diversity Engineering works in conjunction with a company's current Customer Premises Equipment (CPE), eliminating the need for new equipment and costs. PAETEC's low MRCs and NRCs were substantially less than the business costs and repairs Napa Networks had previously endured following natural disasters. With reliable voice service by way of PAETEC's Network Diversity Engineering solution, Napa Networks can now continue their business with confidence.