VERIZON IP VOICE SERVICES

OVERVIEW

Customers can Say Goodbye to TDM, Hello to Convergence

Are your customers looking for a way to simplify management of local voice services and improve network utilization? Or maybe they want to lay down the foundation of a network that can support unified communications. Whatever their challenge, we can help take their business to the next level.

A Better Way to Manage Trunking Resources

Our award-winning IP voice services simplify network management and drive operational efficiencies by enabling the convergence of voice and data traffic on the same access connection. With Verizon IP Trunking, we provide a native SIP trunk directly to the customer's IP PBX; and with Verizon IP Integrated Access, we leverage a gateway device that interfaces existing key or PBX systems. Some key benefits include:

- **Network Efficiencies.** Multi-site enterprises can share trunking resources for peak traffic, thanks to our Burstable Enterprise Shared Trunking feature.
- **Simplified Network Administration.** Customers can leverage a single vendor solution and manage local services from a central location.
- **Cost Control.** Trunking resources can be shared across the enterprise and purchased "per port" instead of increments of 23.
- **Flexible Business Continuity Options.** Reliability and performance can be enjoyed, thanks to enhanced IP-based failover solutions.

Give your customers everything their businesses need to start using productivity-enhancing SIP applications - and pave the way for Unified Communications.

Business Connection (Rapid Delivery)

OVERVIEW

Business Connection is an all-in-one voice, data and Internet solution that is designed for businesses that want a cost-effective way to carry voice and data over the same IP network. This service works with any type of existing Key or PBX System and does not require additional investment in costly infrastructure or desktop equipment. Verizon provides a reliable, business-class solution complete with installation and ongoing maintenance.

Business Connection is a pre-defined solution that includes:
- Internet Dedicated Service, provisioned with QoS in speeds up to 100M.
- IP Integrated Access (IPIA) call paths, Long Distance, and features in preset 'designless' packages
- Optional IP Trunking call paths, Long Distance and features (requires CPE certification and design)
- Integrated Access Device available as a monthly lease or a one-time purchase, and Verizon monthly maintenance
- Verizon installation service with up to 100’ of DEMARC extension
- All backed by Verizon's strong Service Level Agreements that promise reliable performance with dedicated connections and reporting features to help organizations best utilize resources.

Small, Medium, and small enterprise customers with existing Key or PBX systems can migrate to VoIP without heavy capital investment. Business Connection provides Internet Dedicated Service, IP Voice services, Next Generation ADTRAN 924e router, Installation and 7x4x24 Verizon maintenance billed as a monthly recurring charge to the customer.

**Business Connection Features and Benefits**

Business Connection is only offered as a pre-configured design (aka Designless) VoIP service. Customers that require designed features such as BEST or VARRs should be sold IP Integrated Access or IP Trunking (IPIA/IPT) ala carte. The Business Connection solution includes Access + Internet Dedicated Service (IDS) + IPIA or IPT + Standard Features + Next Generation ADTRAN 924e + Verizon installation and maintenance.

**Note:** Business Connection when sold with IPT requires a design. Business Connection with IPIA is Designless.

- Access can be T1, NxT1 or Ethernet. Standard additional Charges such as special construction apply.
- IDS ports are available in T1 (1.5M), 3M, 4.5M, 5M, 6M*, 10M, 20M, 30M, 40M, 50M, 100M
  - **Note:** *6M available on a limited basis, see Sales Engineer for availability.
  - Standard Internet Dedicated Service features are included. See IDS
- IPIA or IPT can only be in increments of 4, 8, 12, 16, 24, 32, 40 or 48 simultaneous calls.
  - Must be both local and LD
  - Only 250 LD minutes per simultaneous call are available in the bundle. 750 LD minutes can be quoted at an additional charge.
  - Only design-less features are available
- Refer to IPIA/IPT doc for comprehensive list of features and benefits
  - **Note:** Voicemail - VoIP Voicemail boxes are available with Business Connection. Verizon offers a Network Based
Voicemail solution that can be ordered separately after activation of Business Connection. See National Unified Messaging Service (NUMS).

- Next Generation Adtran 924e
  - 66% increase in throughput performance
  - Increased memory (128M, 512M Flash)
  - USB interface for future 3G/4G backup and storage
  - Hardware accelerated encryption
- Installation: Verizon installation
  - Install back-board if needed
  - Extend Demarc up to 100' if needed
  - Install router 1st truck roll
  - Port numbers second truck roll
  - Punch down 66 block if needed
- Verizon maintenance 7x4x24
  - 4 hour replacement on Hardware only available on Priority 1 tickets
  - Hardware replacement is a "Service Level Objective - not a guarantee"

**IP Business Bundle**

**OVERVIEW**

**Note:** This product can be sold by Inside Sales and Solutions Partners in Medium Business, and by U.S. Regional Sales in Enterprise.

Small and Medium Business customers with existing Key or PBX systems can migrate to VoIP without heavy capital investment. IP Business Bundle provides Internet Dedicated Service, IP Voice services, ADTRAN 924 router, Installation and 7x4x24 Verizon maintenance billed as a monthly recurring charge to the customer. This offer is delivered via single ISR quote including network and CPE, single Verizon contract, and single Verizon customer bill.

For customers:

- Are small- or medium-size businesses, or small or remote locations of large enterprises
- Want the advantages of Voice over IP (VoIP) without investing in additional equipment infrastructure or desktop equipment
- Want flexible growth choices since the service is scalable and interchangeable with other Verizon VoIP services
- Want the cost savings realized through converged access

Not for customers:

- Who need complex or hybrid VoIP systems (if it requires design, sell IPIA)
- Need IP connections to IP PBX systems (sell IPT)
- Need to replace key or PBX system (sell VCE)
**IP Trunking**

**OVERVIEW**

With IP Trunking, customers can leverage Verizon's IP backbone to access the Public Switched Telephone Network and voice services, allowing more efficient use of their wide area network resources.

Designed for customer locations equipped with an IP PBX, IP Trunking service is delivered via a standards-based SIP trunk directly to the customer's IP PBX. This streamlined approach eliminates the need for expensive TDM enterprise gateways or TDM cards, and the associated maintenance costs. IP Trunking offers single and multi-site configurations and is certified for use with some Alcatel, Avaya, Cisco, Nortel, and Siemens CPE platforms.

**IP Integrated Access**

**OVERVIEW**

IP Integrated Access is designed for small-to medium-size business customers that simply need converged voice and data access. This service works with existing Key or PBX systems, thereby eliminating the need to heavily invest in extra equipment. With IP Integrated Access, there is no need for equipment changeover or disruption to services. Customers will not need to retrain employees on any of the calling features or functions, and implementation is transparent to the end-user.