

QWEST MANAGED IP COMMUNICATIONS

PRESENT-DAY FLEXIBILITY IN DESIGN AND CONFIGURATION WITH TECHNOLOGY FOR THE FUTURE

Businesses are increasingly relying on real-time communication infrastructures and applications to increase efficiency, reduce costs, save time and become more competitive. While Internet protocol telephony (IPT) applications have traditionally been sold a la carte (a very costly and complex process), Qwest® is revolutionizing the sale of such applications by simplifying the entire process. Managed IP Communications provides a single source to enter today's convergence movement. Flexibility is a key component of the offering, both in configuration and in design. The inherent advantages of centralized management, along with continuously updated technology and policies, frees you to focus on your business and do what you do best.

DESCRIPTION

Managed IP Communications is a managed customer premises equipment (CPE)-based VoIP solution with multiple service options. It offers a highly customized solution that unifies your network into a converged platform to support voice, video and data. Through a fully-bundled IP telephony service that includes a convergence readiness assessment, Managed IP Communications provides the hardware, software, license, installation, maintenance and 24/7 application management and monitoring you will need. The service cost is contained in a monthly recurring charge (MRC) per managed port, eliminating the need for large up-front capital expenditure.

FEATURES

- Six components: IP private branch exchange (PBX), voice mail, switch/router, WLAN, IP call center and paging
- Powered by Cisco® Systems and includes Call Manager and Unity applications
- Remote implementation services—configuration, revision and operability assessments on edge routers, switches and servers
- Management-only service available (for existing implementations)
- 24/7 remote monitoring of IP Communication site components and interfaces
- Fault management services including detection, isolation, diagnosis and remote repair
- Proactive customer notification and escalation
- Proactive management of quality of service (QoS)
- Management of moves, adds and changes (MACs) and dialing plans
- Web-based ticketing, inventory and performance reports
- Cisco agent deployments to enforce packet sniffers/call interception, host-based virus scanning, unauthorized access, caller identity spoofing, toll fraud, repudiation and IP spoofing

BENEFITS

The Qwest® Managed IP Communications total solution goes beyond your expectations to deliver exceptional return on investment (ROI). Along the way, you'll experience a range of benefits. Managed IP Communications:

- Outsources the complexity of a converged environment—you can allocate resources elsewhere
- Offers a platform that is the springboard for today's convergence movement while increasing IT staff productivity
- Decreases the costs to meet current and future communications requirements as your business changes and grows
- Offers multiple carrier and access options; not carrier dependent
- Guarantees constant state-of-the-art performance and support
- Secures connectivity

HOW IT WORKS

Qwest Managed IP Communications captures the benefits of convergence by collapsing your voice and data onto a single, merged network. Telephony becomes an application on your data network. Call quality is ensured using QoS and is separated from your data traffic through a virtual LAN.

WHY BUY FROM QWEST?

- A recognized leader in voice over Internet protocol (VoIP), having deployed VoIP to more than 250 cities nationwide
- Qwest built its broadband network from the ground up and is one of the largest and most advanced networks in the world
- Qwest uses state-of-the-art network technology and tools to ensure optimal network performance levels
- Qwest's staff of highly skilled professionals provide proactive 24/7 application and device monitoring to solve problems before they occur
- Qwest is the single point of contact for all your application, network device, service and transport vendor needs
- Managed IP Communications solution can help overcome logistical barriers (time zones and geographic distance), improve business agility, provide security across all network layers, integrate with your existing enterprise and help achieve measurable return on investment (ROI).

OneFlex® Managed IP Telephony is available to business customers throughout the U.S. and internationally. Monthly charge varies depending on option selected. Network assessment fee applies. The fully-bundled solution (including software, hardware, monitoring and management) is available only in the domestic U.S on an ICB basis. The management-only solution (network assessment, 24/7 monitoring and incident management, reporting, secure VoIP operations, maintenance and change management and proactive QoS management) is available domestically and internationally. Customer is responsible for obtaining Internet connectivity in association with the service. Other restrictions may apply.