



Verizon Hosted IP Centrex

About Verizon Voice over IP

Verizon offers a comprehensive portfolio of network and premises-based Voice over IP (VoIP) solutions built on Verizon Business's expansive global IP backbone.

The Verizon VoIP technology combines voice and data traffic onto a converged network, enabling customers to manage networks more efficiently and leverage leading-edge business applications.

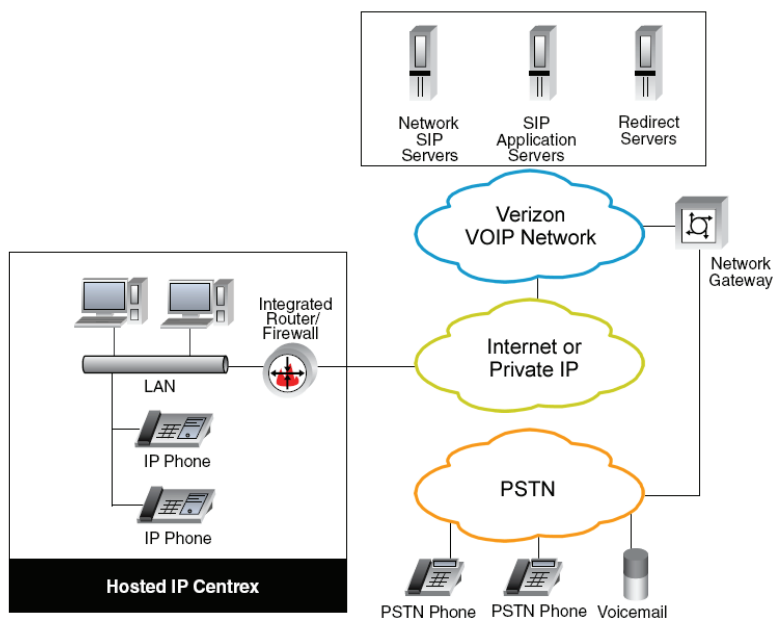
The award winning Verizon VoIP productivity-enhancing solutions are interoperable, whether they maintain existing architecture or adopt new network based solutions, enabling all sites to be added to one single IP enabled Voice VPN, addressing a range of size and infrastructure needs while preparing for the next generation of technology.

Verizon Hosted IP Centrex

The Verizon Hosted IP Centrex solution is designed for customers that want all the features of a PBX but without the associated capital, lease, or maintenance costs. All the PBX functionality, a full suite of features and routing intelligence, resides within the Verizon network. Hosted IP Centrex offers managed business telephony, utilising the LAN environment fully to originate and deliver all forms of inbound and outbound calling through the VoIP platform. Verizon Hosted IP Centrex is an ideal solution for customers moving to or establishing a new location, or looking to replace an outdated PBX. Hosted IP Centrex is a complete turnkey solution, and includes design, installation, and ongoing maintenance. Verizon VoIP is based on Session Initiation Protocol (SIP), which shifts core routing intelligence from the PBX to the network, to create a more scalable system.

Why Verizon?

- A complete solution from a single provider: the right mix of services to accommodate operations and site-by-site requirements
- Our expertise: award-winning: interchangeable and interoperable VoIP services
- Future proof your network: next-generation voice solutions across the enterprise
- Our network foundation: an impressive global IP network and comprehensive SLAs
- Cost control and efficiency: voice and data traffic on a single network
- Improved productivity: innovative, productivity-enhancing tools for end users



Why Hosted IP Centrex?

The PBX functionality resides in the Verizon network, therefore:

- Eliminating the need for infrastructure investments or monthly maintenance costs.
- Delivering a business class, highly reliable, telephony system that is easy to manage and use.
- Providing telecom managers with a desktop interface (web browser) to manage everyday functions such as moves, adds, changes and deletes (MACDs), as well as network applications.

Voice Quality

Voice quality is assured through network-based Quality of Service (QoS) or QoS devices installed behind the router to split IP traffic into voice, and data such as FTP, e-mail and web. Verizon VoIP is backed by industry leading Service Level Agreements (SLAs).

Intelligent Secure Network

The IP network carrying Verizon VoIP is a global, fully redundant powerhouse. It's an intelligent network, and Verizon manages the equipment, the capacity, the power redundancy, the technology upgrades and the security.

Voice Services

- **Inbound and Outbound calls:** local, national, International, mobile, special numbers and emergency calls.
- **IP-based voice VPN:** Private dial plans and forced on-net routing enable you to build an IP-based voice VPN that you can manage easily using web-based tools to handle office moves, changes and additions.
- **Hosted unified voicemail:** with the ability to check your voicemail via the telephone, the web portal as well as receive voicemail in your e-mail inbox.

Rich Set of Business Voice Features

This service delivers basic PBX functionality such as call forward, calling line identification and call screening easily managed using web-based tools, enriched with features such as:

- **Auto Attendant** which provides an automated receptionist functionality, allowing users to leave a personalised message to callers with the option to connect to the operator, or the required extension.
- **Attendant Console** which enables a receptionist to quickly determine a user's status.
- **Accounting Codes and Authorisation Codes** which enables you to manage costs more efficiently.
- **Remote Office** whereby the user can make outbound calls using the Communication Manager web tool from his remote phone and have them billed centrally to the business.

With Hosted IP Centrex, You Will Benefit From:

- **Business Transformation**
 - Manage requirements for new or changing facilities
 - Focus on core business
 - Access to mobile/remote employees
 - Improve customer service through IP Contact Center
 - Collaboration tools
 - Future proofs your network
- **Productivity and Efficiency**
 - Integrates voice and data networks for efficiency
 - Simplify networks
 - Help improve employee productivity
 - Reduce unnecessary training
- **Financial**
 - Fewer hardware and software updates
 - Help reduce operational expenses
 - Can reduce the risk of CPE obsolescence
 - Focus capital budgets on core projects

About Verizon

Verizon Communications Inc. (NYSE:VZ), headquartered in New York, is a leader in delivering broadband and other wireline and wireless communication innovations to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving 63.7 million customers nationwide. Verizon's Wireline operations include Verizon Business, which delivers innovative and seamless business solutions to customers around the world, and Verizon Telecom, which brings customers the benefits of converged communications, information and entertainment services over the nation's most advanced fiber-optic network. A Dow 30 company, Verizon has a diverse workforce of nearly 238,000 and last year generated consolidated operating revenues of more than \$88 billion.

verizon.com/businesspower

