OneFlex Hosted VoIP

Convergence technology with minimal capital requirements

Qwest® OneFlex® Hosted VoIP—an Internet protocol (IP) application that provides real-time, two-way voice capability in IP over a broadband connection—combines the two most-used tools of the business trade, the phone and computer/Internet, creating a single communications platform that delivers the best of both worlds. An outsourced and fully managed solution, OneFlex Hosted VoIP delivers converged technology that requires minimal capital expense, provides automatic software updates, is highly scalable to accommodate growth and offers easy online administration and trouble ticketing.

Description

If you frequently leave your desk or travel, you know that a missed call can mean a lost opportunity. Qwest's VoIP technology makes the world your office. With it you can manage incoming calls and voice mails with just a few computer clicks from any Internet connection. You can route calls to follow you wherever you go. Additionally, you can set calling rules to ensure you get priority calls. Non-priority calls will go to a "do not disturb" voice mail queue. In short, you can become more productive, regardless of your physical location.

With OneFlex Hosted VoIP, you make local and long-distance phone calls using an Internet connection. You can also make local, off-net domestic long-distance and off-net international calls to end users on the public switched telephone network (PSTN). You get a choice of packaged options customized to meet your specific needs and calling patterns. OneFlex Hosted VoIP brings it all together, integrating your voice, video and data communications over a single, reliable network service.

Features

OneFlex Hosted VoIP has two package options, OneFlex Hosted VoIP Office and OneFlex Hosted VoIP Office Enhanced—a combination of local, long-distance, voice and office features—to meet your needs and calling patterns. The service also works with Qwest iQ Networking® Internet Port. Standout features include a/an:

- Personal online dashboard providing voice mail, call logging, find-me/follow-me capabilities, contact manager and easy click-to-call functionality.
- Administration portal enabling online user setup, moves, adds and changes (MACs), hunt/pick-up group configuration and online ticketing.
- Portal access via Microsoft® Outlook® integration providing unified messaging and integrated e-mail and voice messaging capabilities.

Benefits

- **Improved productivity via a rich feature set**—Access Web-based portal/in-office tools from any Internet connection:
    – Distributed employees are on a "single" communications system.
    – Voice mail accessibility via Web-browser/forwarding via e-mail.
    – IP-private branch exchange (PBX) features without a large, capital investment.
    – Dedicated Internet access from the desktop.
    – Consolidated management and control from any Internet connection.
    – Improved customer service by dialing a single number.
- **Flexible and scalable**—Expands as your business changes with a pay-as-you-go model versus up-front capital commitment. The platform is managed by Qwest, so you are always on the latest product release.
- **Extensive coverage**—Enables integrated communications across multiple locations

- – National footprint coverage available to meet your business needs.
- **Cost savings via multiple avenues**—
  - – No PBX or capital investment on premises required.
  - – Prevents stranded capital investment and takes advantage of rapid technology change.
  - – Reduces MAC management cost.
  - – Feature upgrades are automatic and seamless across the platform.
  - – Inter-location voice traffic avoids public switched telephone network (PSTN) and long-distance charges (i.e., free on-net calling), with cost-free, four-digit dialing between locations, as if on one network.
  - – Decreases administrative costs of managing two networks.
  - – Can result in decreased total cost of ownership (TCO) for network infrastructure acquisition and management.

How it works

Qwest® OneFlex® Hosted VoIP offers a fully hosted service that replaces the need for the often more cost-prohibitive and less accommodating premises-based phone system model. It eliminates the necessity for multiple vendors typically required to provide popular applications like voice mail and integrated messaging.
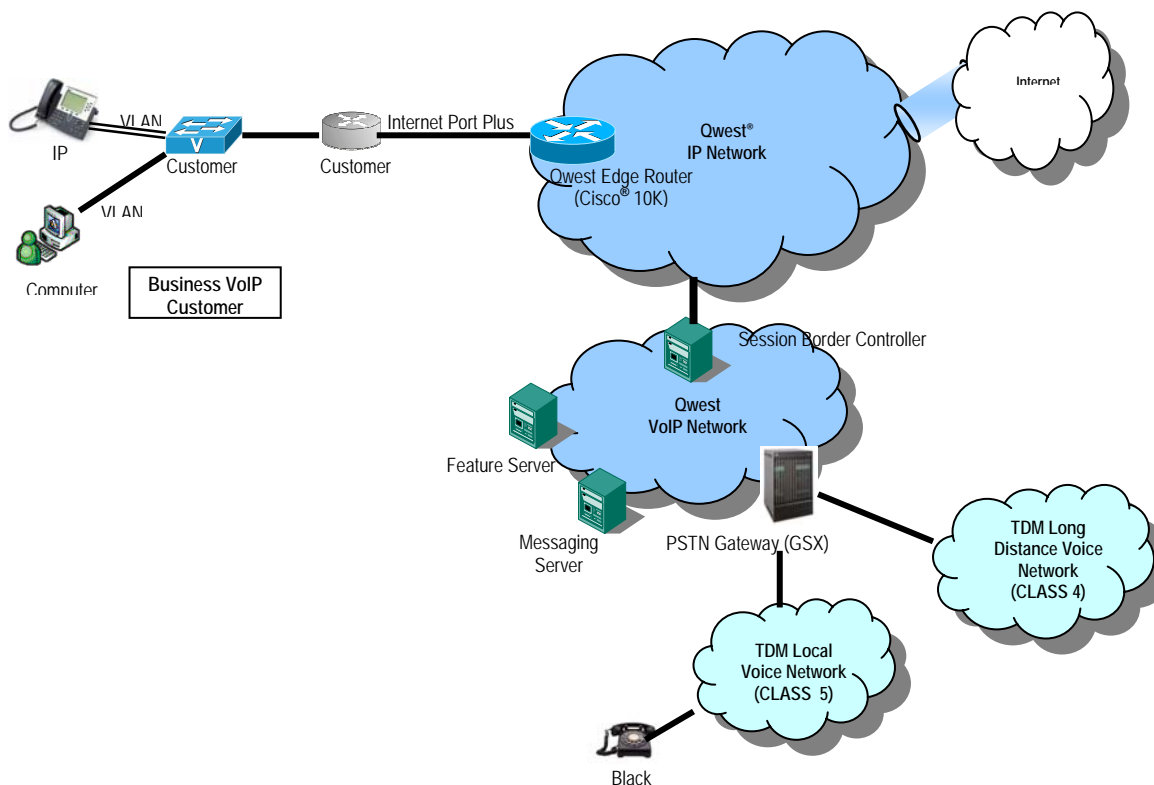
- Fully-managed service.
- Hosted on Qwest's carrier-grade network.
- Transports voice across the Internet.
- Delivered via a single dedicated Internet access pipe to customer handset.

Why buy from Qwest®

OneFlex® Hosted VoIP uses the converged technologies of voice, data and Internet to maximize flexibility and cost savings. Qwest is uniquely positioned to offer services that will help you gain better control of your communications for the following reasons:

- Qwest's industry heritage—more than 100 years.

- Expertise in local and long-distance voice, data/IP and hosting services.

- Years of experience using VoIP in the network to route long-distance traffic.

- National wide area network (WAN) on OC-192 MPLS/IP backbone—designed for VoIP.

- Robust portfolio services including OneFlex Hosted VoIP, Managed VoIP and Integrated Access.

- 2.8 billion minutes of use per month of VoIP traffic across the IP network.

- 24/7 customer support.

- Dedicated account team.

- Our proprietary, industry-leading network has the physical infrastructure required to deliver tomorrow's communications services, today.

Other products available from Qwest

In addition to OneFlex Hosted VoIP, Qwest has an array of products to meet your needs, including:

- OneFlex® Integrated Access
- OneFlex® Managed IPT
- Qwest Internet Port and Managed Firewall

911 service requirements:
- You must have Qwest-approved customer premises equipment (CPE).
- You must have Qwest-approved IP connectivity.
- 911 calls must originate from the service installation location.
- If you do not meet these requirements you will not have access to 911 emergency service.
- If you move your IP handset within the service installation location, the 911 service may need to be reconfigured.
- Summary: Qwest will provide access to emergency 911 service at the service installation location if you meet the 911 service requirements shown above. If a stationary IP handset is moved, calls may not be routed to the appropriate public service answering point (PSAP).

OneFlex® Hosted VoIP is available to customers in select areas across the continental U.S., with new locations being added. Minimum one-year term commitment required. Early termination charges may apply. Monthly charge and activation fee based on configuration selected. Long-distance and local toll charges are additional. International charges are additional and vary. Listed rates do not include taxes, incremental charges and surcharges. Separately purchased equipment and Internet access compatible with the service are required. Call for availability and complete details.