



Managed VoIP Service Overview

VoIP – The technology of tomorrow is here today and it’s going to replace your old PBX phone system and improve the way you do business. You’ve probably heard about IP telephony or you’ve at least seen the Cisco IP phones on your favorite TV show. What you may not have heard is just how much it can change your office for the better. The Managed VoIP offering from BroadRiver bundles IP business telephone service, great long distance rates, and high speed dedicated Internet Access into one simple and convenient package. Our Managed VoIP service will provide significant cost savings for small to medium sized businesses that rely on both telephone and Internet communications. It will also help to increase office productivity and reduce the headaches of dealing with separate vendors for local, long distance, Internet Access, and phone system support.

IMPRESSIVE CALL HANDLING AND MESSAGING FEATURES

Sophisticated call routing and voicemail features are available. Standard features you’d expect from a phone system are included, like caller ID, options for call forwarding and transferring, and personalized voicemail options. Plus, advanced features like selective call control, voicemail sent to email, and the ability to connect multiple offices and remote workers together with abbreviated dialing.

DYNAMIC BANDWIDTH ALLOCATION

Your bandwidth is shared dynamically between voice and data services thereby maximizing the throughput of a 1.544Mbps dedicated T1 Internet connection. When people are not speaking on the phone, the entire bandwidth is available for Internet access, so you are able to eliminate excess phone lines.

VOICEMAIL AND FAX INTEGRATION

Users can easily listen to their voicemail messages by opening an email attachment on their computer or by using our secure web interface to listen to messages from anywhere in the world. Users can also have their own fax number that delivers faxes to their email inbox and allows them to send faxes directly from their computer. You’ll be saving money on paper and saving trees at the same time!

EASY TO ACCOMODATE MOVES, ADDS AND CHANGES

Our managed VoIP service is based on an open architecture, which means your office phones will plug right into your existing Ethernet network. If someone needs to move to the office down the hall, you don’t have to re-program their extension. You just unplug the IP phone from the old office and plug it into the Ethernet jack in the new office, just like you would with a computer. Regular analog phones will also work with our VoIP service, allowing you the flexibility to plan ahead for your migration to an entirely IP network.

OUTSTANDING FEATURES AND VOICE QUALITY

While you get all the advantages of IP telephony in your office, the quality of your calls is exactly what you expect. By utilizing Quality of Service (QoS) features throughout the BroadRiver network, voice traffic is prioritized over data so your calls always remain crystal clear.

Standard Service Features

Do Not Disturb	Multiple Line Appearances	Caller ID	Conference Calling
Extension Dialing	Speed Dial	Calling Plans	Find Me / Follow Me
Voicemail	Call Forwarding	Hunt Groups	Call Park
Last Number Redial	Call transfer	On Hold Music	Call Hold
Call Pick-up	Distinctive Ring	Intercom Dialing	Custom Announcements

Enhanced Service Features

Voicemail to Email	Fax to Email	Authorization Codes	Account Codes
Auto Attendant	Company Directory	Conference Bridging	Receptionist Console

BROADRIVER’S RELIABLE NETWORK

All of your voice and data communications are transported over our crystal clear, reliable, high bandwidth network. We have built multiple layers of redundancy into each segment of our network to eliminate single points of failure. And one of the most aggressive Service Level Agreements in the industry ensures that you always get the performance you pay for.

LOWER TOTAL COST OF OWNERSHIP

With the Managed VoIP service from BroadRiver, you no longer need to spend large amounts of money to purchase and maintain a PBX phone system that limits the features available to you and requires constant upgrades and expansion. Messaging and call handling functions are handled off-site at our state-of-the-art data center so your IT staff now only has one network to manage. BroadRiver can help eliminate capital costs like these and reduce your monthly expenses.