

SmartVoice

SmartVoice is a complete package of communication services for your business, combining unlimited local calling, internet access — even a private IP network — and up to 22 voice and data features at a flat monthly rate.

Do your voice and data needs continuously fluctuate? Now you can take advantage of employee calling patterns to raise your data speeds. Using the dynamic capabilities of SIP technology, your business can get the voice services it needs while increasing the data bandwidth available to improve employee productivity.

Up to 10 Mbps throughput and 120 call paths

With our broadband services — T1, Bonded T1 or Ethernet — TelePacific can provide up to 120 call paths and 10Mbps of bandwidth in 1Mbps increments. Voice takes priority so when an employee makes or receives a call, SmartVoice immediately allocates bandwidth to the voice traffic, but only as long as the call is in process. As your voice needs fluctuate throughout the day, your data bandwidth adjusts to capitalize on the available capacity.

SmartVoice SIP services use an advanced telephony platform for call control and voice features. This redundant platform resides in the core of our private IP network, delivering SIP-based voice from your premises to the PSTN. Likewise, the SIP-based service terminates at your premises and can be converted to a traditional voice interface — PRI/CAS/Analog — with a TelePacific managed gateway, or delivered directly as SIP to your LAN. These flexible network connection options support both traditional existing telephony equipment and next generation IP PBXs.



With SmartVoice, you get...

- Access to an advanced SIP Network provided by a TelePacific managed premises gateway
- Dynamically integrated, high capacity IP access on our private IP network
- Data services over a fully meshed IP network with Service Level Agreements offering up to 99.999% uptime.

SmartVoice Connection	Customer Equipment	Min/Max Call Paths			
		1-2Mbps	3Mbps	4Mbps	5-10Mbps
PRI	Digital PBX	4-23	4-46	4-69	4-69
CAS Trunk	Digital PBX	4-24	4-48	4-72	4-72
Analog Lines	Analog Handsets or Key System	4-18	4-24	4-24	4-24
SIP Network Connection	TelePacific Certified IP PBX	4-24	4-48	4-72	4-120

Total available bandwidth and call paths vary by location.

SmartVoice Station-to-Station calling allows your business to realize toll bypass savings without building your own private IP network.

- Unlimited Local and IntraLATA toll calling with flexible long distance calling packages with generous usage amounts
- Station-to-Station calling “on-net” for a low monthly flat rate allowing for predictable inter-office telephony expense management. An added bonus is that on-net includes anywhere in the TelePacific service area.
- Access to affordable “remote call forwarding” with telephone numbers from anywhere in TelePacific’s service area.
- Account codes can be added to allow you to track calls to suit your business needs (by type, project, cost center, etc.)

Get more for your money with our advanced encoding

TelePacific’s SIP network is built with G.729 Codecs, which only require 32Kbps for each voice call. This allows SmartVoice customers to get more effective bandwidth per dollar.

Voice Encoding Comparison	TelePacific SIP with G.729 Codecs	VoIP with G.711 Codecs
Bandwidth Required for 17 Simultaneous Calls	544Kbps (17 x 32Kbps)	1,496Kbps (17 x 88Kbps)
Bandwidth Available for Data	1.0Mbps	48Kbps

Choose the right network connection for your voice services

SmartVoice offers the power and performance of high-speed IP networking to meet today’s business needs. This high capacity, end-to-end IP connection allows between 4 and 120 simultaneous voice calls providing flexibility to “right” size for the number of employees you have.

Eliminate POTS lines for faxing

Traditional VoIP networks have struggled to consistently support fax service. TelePacific has engineered its SIP network to cleanly support faxing. Separate POTS lines are no longer necessary, saving you money.

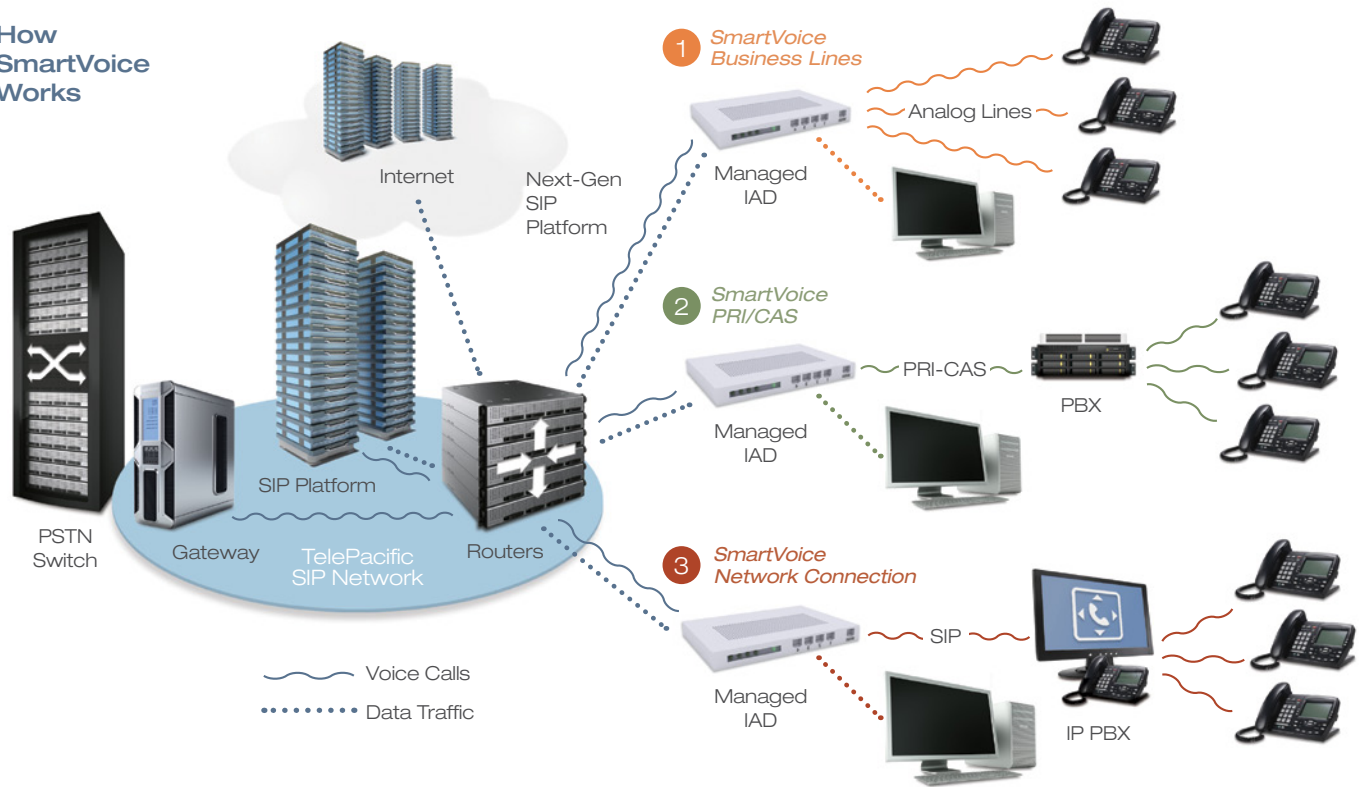
Confidence in your data service

Your Internet connection is only a click away with our Dedicated Internet Access (DIA). With either a single T1; 2, 3, or 4 bonded T1s; or Ethernet as part of your service, you have up to 10 Mbps at your fingertips.

All SmartVoice packages include...

OneCentral	An online service portal that allows you to manage your TelePacific account.
Fax to Email	Three fax-to-email boxes. Access faxes anywhere you access email. There are no busy signals when people try to fax you, and confidential faxes go straight to your inbox.
IP Addresses	8 IP addresses standard. We offer up to 256 IP addresses based on utilization at no additional charge.
Email Hosting	Email hosting with webmail access for up to 64 email boxes with SmartVoice Business Lines and up to 100 email boxes with SmartVoice PRI, CAS, and SIP Network Connections.
Domain Name	Domain DNS and reverse DNS services including domain name transfer, hosting, and registration for one name.
Caller ID	Caller ID provides visibility to inbound caller information necessary for call screening and screen pop-up apps.
Web Hosting	200MB of disk space is provided
Directory Listing	One directory assistance listing is included.

How SmartVoice Works



■ SmartVoice PRI & CAS Trunking Services

TelePacific's advanced SIP network supports both fractional and "bonded" PRI and CAS network connections. The TelePacific managed gateway at your premises can support as few as 4 voice channels, so you don't need to purchase more voice capacity than you need.

For larger businesses, SmartVoice supports up to 64 PRI or 72 CAS call paths, allowing you to evenly distribute all incoming calls across your PBX. And since the voice channels are only physically in place at your premises, the TelePacific SIP network will dynamically allocate bandwidth to data traffic when your employees are not using their phones.

■ SmartVoice Business Lines

SmartVoice Business Lines provide an analog network connection that works with stand-alone analog handsets or Key Telephone Systems (KTS). Supporting between 4 and 24 lines with up to 10 Mbps of Internet Access, SmartVoice Business Lines provide you with maximum flexibility on your voice and data requirements.

The Basic SmartVoice Business Line Package and Feature Pack #1 is offered free of charge and is a very good solution for customers with their own KTS or those that simply require lines with a limited set of features. If you do not have your own system, Feature Pack #2 will meet the needs of both casual and power phone users.

You can mix and match the feature packages that best fit your individual user or extension types from basic lines for fax machines to feature rich lines for support teams.

PRI/CAS Trunking Features

- 100 DIDs (free) Give each employee their own Direct Inward Dial (DID) number so that people can dial them directly. Avoid the need for inbound calls to go through a receptionist.
- Trunk group call forwarding Allows calls to be routed to another trunk group when the original group is busy or OOS.
- Out of rate center DIDs Offers numbers from any TelePacific rate center for inbound calling that is out of your area.

Business Line Packages

- Basic Package (free):
- Calling line ID and name delivery inbound
 - Line hunting
 - Call forward not reachable

Feature Pack #1 (no charge)

- 3-way calling
- Call forward variable
- Call hold
- Call transfer
- Remote access to call forward
- Speed call 8
- Station-to-station dialing

Feature Pack #2 (nominal charge)

- Call park
- Call pickup group
- Call waiting with caller ID
- Cancel call waiting
- Directed call pickup group
- Speed call 100

SIP Network Connection orders are managed by individuals specifically trained on SIP. It's not just the certified equipment, but also the knowledge of the service team managing the installation and post-install support that matters.

■ SmartVoice SIP Network Connection

TelePacific supports a SIP hand-off to your LAN for a direct connection to next generation IP PBX systems. This native SIP hand-off is often referred to as a SIP Trunk.

SIP is an open IP standard that allows interoperability between IP carriers such as TelePacific and customer premises equipment such as IP PBXs. It is fast becoming the standard protocol for managing IP voice sessions such as a two-way telephone call.

SIP trunks save money

Less premises equipment is required because the SIP voice traffic isn't being converted to a traditional protocol like PRI or CAS. Customers no longer need to purchase T1 Cards or make room for multiple terminating gateways and channel banks.

A powerful but evolving protocol

SIP is a powerful but evolving protocol requiring cooperative interoperability testing and support between service providers and equipment manufacturers. This means that not all SIP enabled equipment works seamlessly with each other. TelePacific thoroughly tests interoperability with each IP PBX system it certifies and provides clear documentation to customers and their equipment vendors on how to provision a system to support SIP trunks on the TelePacific network. Your TelePacific account representative can share the most up to date list of certified IP PBX systems.

IP PBX systems with a SIP network connection are computers with access to the Internet

TelePacific also understands the heightened threat of IP telephony fraud and other vulnerabilities that IP PBX systems have when connected to VoIP networks. Like all computers with access to the Internet, TelePacific recommends that customers use firewalls to protect their IP PBX systems from viruses, hacking, and other similar types of threats.

Skilled telephony operational teams need to know SIP

The TelePacific Operational SmartVoice Team is specifically trained on SIP technology. From initial service qualification through turn-up, we communicate, educate and assist you and your vendors with the technical nuances of SIP interoperability.

Migrate to IP telephony at your pace

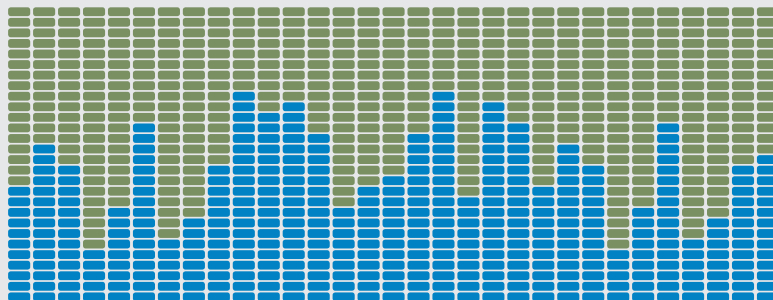
With the flexible solutions provided by the SmartVoice portfolio, you can migrate to IP telephony at your pace without major network service forklifts with every new equipment purchase.

Be Smart with SmartVoice

The TelePacific SmartVoice network is built to provide you with high value for your dollar:

- It only uses 32 kbps per voice call, thereby providing more "effective" bandwidth.
- Faxing is seamlessly supported without additional POTS lines.
- Local and IntraLATA calling is included.
- Up to 22 enhanced communications features are included.
- Meet your data demands with bandwidth up to 10Mbps.

ISP Data Traffic



SIP Voice Calls

With SmartVoice, when voice lines aren't in use, bandwidth is automatically shifted to data traffic availability.

