

SmartVoice SIP Trunking



SmartVoice brings together your data, voice, and Internet over your IP connection to improve network capacity, increase productivity, and reduce costs.

SmartVoice sends the voice traffic from your current phone system over the same connection you use for data, eliminating the need for separate access for voice. You'll gain VoIP features such as bundled usage, extension dialing between sites, and support for remote users. Dynamic bandwidth allocation adjusts between voice and data as your employees' calling patterns fluctuate.

SmartVoice is significantly less expensive than traditional analog lines and PRIs. With integrated voice and data, you can make calls from your phone system and eliminate the costs of maintaining separate circuits for both voice and data.

We deliver this service over our own private IP network or over your existing bandwidth to give you secure, guaranteed performance. With TPX's transport services over Ethernet — or "over the top" with our MSx Managed SD-WAN service — we can provide virtually unlimited bandwidth and call paths for small businesses and large enterprises. Our flexible connection options support both traditional telephony equipment and next-generation IP PBXs.

You'll gain all the advantages and features of a converged network, without the cost and hassle of replacing a phone system that has not reached its end-of-life.



FEATURES & BENEFITS

- **Network and voice quality** High-capacity access to an advanced SIP network provided by a TPx-managed gateway with a 100% uptime SLA
- **Lower network costs** Reduce expenses of set-up and maintenance of separate voice and data networks.
- **Reduced calling charges** Free extension dialing between SmartVoice locations; unlimited local and IntraLATA toll calling; flexible long distance plans with generous usage
- **Local presence** Geographic numbers eliminate long distance charges and help you grow in new markets
- **Flexibility** The TPx managed gateway at your premises can support as few as four voice channels, so you don't need to purchase more voice capacity than you need
- **Powerful reporting** SmartVoice Traffic Studies provide valuable insight on how voice services are being used within your organization
- **Mobility** Always be available, regardless of your physical location, with the Mobile Identity app
- **Bring your own bandwidth** Get SmartVoice solutions coast-to-coast, wherever there's a broadband connection; with SD-WAN you can mix-and-match any type of transport and gain active/active continuity

Connectivity options

We offer four choices for connectivity to support both IP PBX systems and traditional PBXs.

SmartVoice sends the voice traffic from your current phone system over the same connection you use for data, eliminating the need for separate voice access.

- **PRI & CAS Trunking** TPx's advanced SIP network supports both fractional and "bonded" PRI and CAS network connections for digital PBX systems
- **Business Lines** An analog network connection that works with stand-alone analog handsets or key telephone systems (KTS)
- **SIP Network Connection** TPx supports a native SIP hand-off to your LAN for a direct connection to next-generation IP PBX systems

SmartVoice DID add-ons

You know what works best for your particular needs, so we've made signing up for these add-ons easy and affordable. Pick just the ones you want, for just the numbers you designate, or add the complete set to all of the numbers on your SmartVoice service. You decide what makes the most sense for your organization and your budget.

- Anonymous Call Rejection
- Call Forward Always
- Call Forward No Answer
- Call Forward Busy
- Call Forward Not Reachable
- Calling Line ID Blocking Per Call
- Calling Line ID Un-Blocking Per Call
- Do Not Disturb
- Remote Access to Call Forwarding
- Selective Call Acceptance
- Selective Call Forwarding (Time-of-Day Forwarding)
- Selective Call Rejection
- Sequential Ring
- Simultaneous Ring

Administrator and End User Portal

SmartVoice comes with an easy-to-use portal. Administrators can view and control features assigned to their locations. They can also view and manage end user features as needed. End users can view and control selected features for their service.

Mobile Identity

The SmartVoice Mobile Identity feature helps you to be more productive. Our Android and iPhone apps allow you to always be reachable and available, regardless of your location. Mobile Identity includes:



- **Single number access across devices**
Callers dial your SmartVoice number and can reach you on your mobile phone or desk phone
- **Rich communications** Extends availability while either at your desk or on the go.
- **Ability to move calls between devices** Ensure communication continuity by moving ongoing calls seamlessly between your mobile phone and desk phone
- **Outbound caller ID** Outgoing calls from your mobile device display your work number, so you can keep your personal cell phone number private

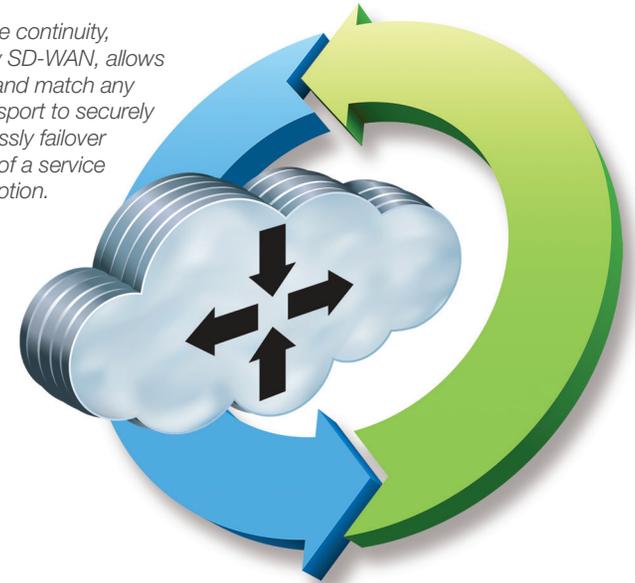
ALWAYS UP

Never worry that your customers will not be able to reach you. To keep your employees connected even during a disaster situation, you can take advantage of the following features and services.

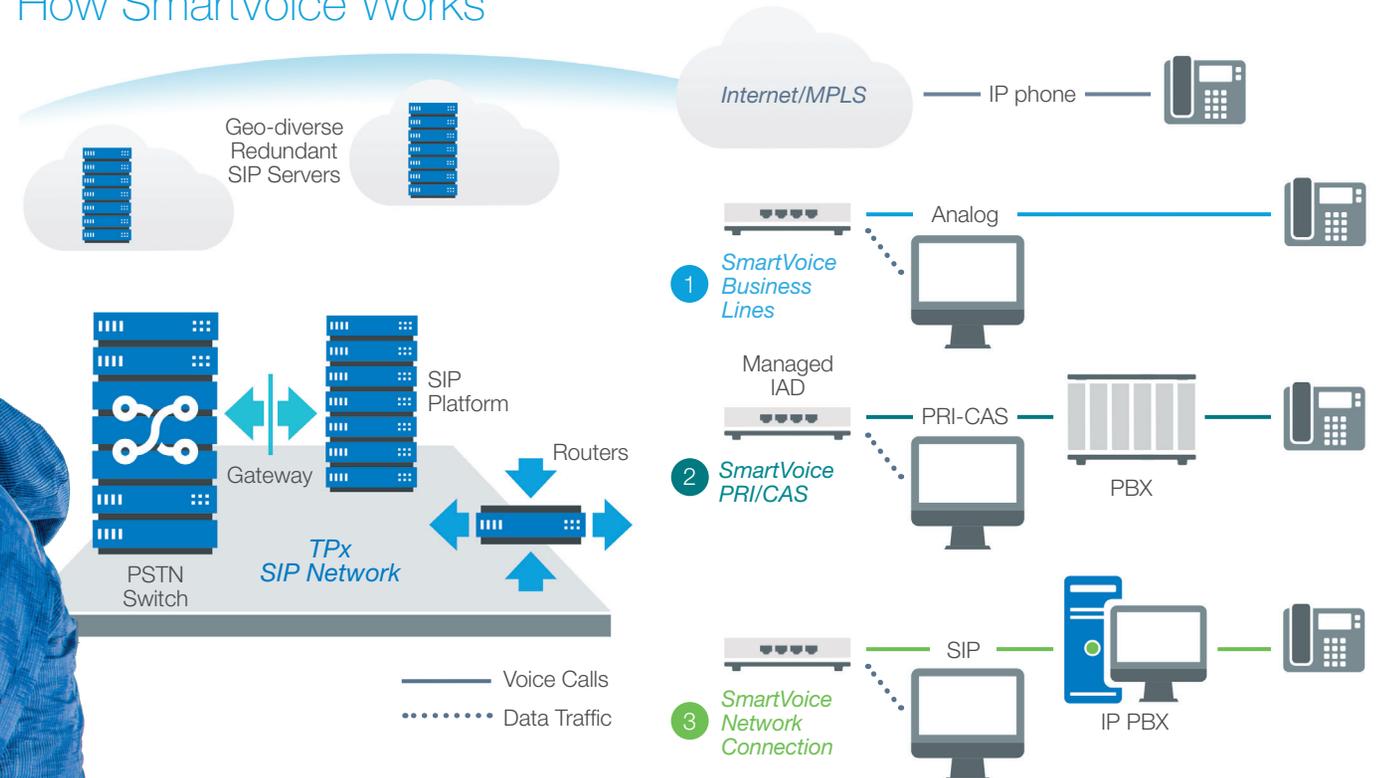
Active/Active Continuity

Our MSx Managed SD-WAN service allows you to mix and match any type of transport to securely and seamlessly failover to SmartVoice or any of our other core services (such as MPLS, Internet, and UCx). Both connections are in active/active mode, regardless of whether they're provided by TPx or your local Internet provider.

Active/active continuity, powered by SD-WAN, allows you to mix and match any type of transport to securely and seamlessly failover in the case of a service path interruption.



How SmartVoice Works



Call forwarding
and circuit
failover options
automatically
redirect calls
to minimize
disruptions to
your business



Trunk Group Call Forwarding

When the original Trunk Group has all channels occupied or out of service, this SmartVoice feature automatically forwards your calls to a predetermined number. Calls may be routed to a different TPx number or a non-TPx number. There is no need to call into technical support, and no wait time: the forwarding takes effect automatically.

Call Forward Not Reachable by DID

With Call Forward Not Reachable by DID, you can customize where incoming calls are routed based on the DID number called. You may have one or two critical numbers that you would like to route to a different destination number. Or, you can set this up for all of your numbers and re-route all incoming calls in an outage or all-calls-paths-busy situation.

SmartVoice Portal

Destination numbers for Trunk Group Call Forwarding and Call Forward Not Reachable can be managed online through the SmartVoice Customer Portal, giving you full control in an outage or all-call-paths-busy situation.

WHY CHOOSE TPX?

- **Industry-leading technical support** Fully US-based, 24/7/365 customer care
- **Nationwide network** Services delivered over-the-top or via the TPx Ethernet Ecosystem
- **Network reliability** Las Vegas-based NOC oversees network performance 24/7/365, coordinating quick resolution of problems

- **Team of specialists** Project managers, solutions architects, and product experts with the know-how to address your specific requirements
- **Full solution suite** It often takes multiple services and network infrastructure to solve a single challenge. You can mix and match from our communications, managed IT, and networking services to build a custom solution
- **Deep expertise** Years of experience with many different types of communications services