

TPx COMPLETE

Essential services in
a superior bundle



Voice + Virtual Fax + SD-WAN + Security + 4G LTE Continuity

TPx Complete is an industry first — a comprehensive package specially designed to meet the voice, security, network quality, and continuity needs of small businesses.

For most small businesses, it's a challenge to assemble all of the communications and IT services your employees rely on. It's easy to miss a component along the way and end up with an incomplete solution. And even if you do have all the right services in place, your IT team may not have the bandwidth to keep them up-to-date.

That's where TPx Complete comes in. Unlike other providers who only offer bundled Unified Communications services for individual users, TPx Complete includes both end-user and site-wide services to more completely address your complex IT requirements — all handled by a team of managed services experts, so you can focus on keeping your business running.

We've thought of everything

The TPx Complete bundle includes a full range of essential managed services. It's right-sized so it doesn't include anything you don't really need. You can always add-on users and services later. And, we make everything work together perfectly, so you don't have to.

UCx Hosted Unified Communications Service is built on the high-quality VoIP service that TPx is known for. But it's far more than a business phone system. With UCx desktop and mobile apps, you can call, chat, video conference, and start interactive online meetings from anywhere. And it comes with an unmatched commitment to voice quality, security, and continuity.

Virtual Fax delivers enterprise-grade faxing in the cloud, including both inbound and outbound faxing. It's the ideal fax solution for today's work environment, where secure document transfers and remote working are the norm rather than the exception.

MSx Managed SD-WAN ensures your voice service is delivered with enterprise-grade quality. We monitor and manage broadband connections from any provider, delivering real-time visibility into network and application performance.

Managed 4G LTE Failover, powered by our SD-WAN network, provides Internet continuity should your connection be impaired. Unlike dual-wired connections, which often share the same trench into a building and are subject to errant backhoes, 4G LTE provides true path diversity and ensures non-stop Internet access.

MSx Managed Firewalls provides cybersecurity features that create a Unified Threat Management (UTM) platform. UTM consolidates network security — including firewalls with anti-virus protection and web content filtering — into a comprehensive and dynamic threat prevention solution.

MSx Managed Endpoints protects your computers from viruses, malware, and all of today's cybersecurity threats. We proactively monitor and manage these devices, regularly providing application patching to ensure they're always current.

Internet Transport

We'll develop a customized solution with Managed Connectivity via our Ethernet Ecosystem and High Speed Internet Access. Managed SD-WAN assures UCx performance with your existing bandwidth provider, too.

Why choose TPx Complete?

It really is complete. With a mixture of both site-wide and end-user services, it's easy to ensure that you are getting everything you need — and even more importantly, none of the stuff you *don't* need.

Complete voice, too. Unlike other providers' voice bundles, TPx Complete includes a full-featured IP desk phone for every user at no additional charge. What's more, our UCx service comes with an unmatched commitment to voice quality, security, and continuity.

Build a custom solution. On top of the TPx Complete bundle, you can add-on other TPx services, such as managed connectivity, to create a custom solution for your business. You can also add TPx Complete user bundles for remote users that aren't based out of a location with site-wide services.

An expert team in your corner. TPx's team of experts is uniquely skilled in voice, networking, continuity and security. We manage all of these services — and maintain the high level of knowledge it takes to do it right — so you don't have to worry about it.

A single source like none other. TPx Complete enables you to consolidate the voice, fax, network, security, and continuity services that you're receiving from multiple vendors. You get a single point of contact, backed by 24/7/365 on-shore technical support, and it's all on one bill too. No other provider can do that!

TPx Complete bundles

TPx Complete includes bundles of services for 10, 20, or 50 users. You can add additional users to any of these bundle options to create a managed services solution that's perfectly scaled to your business.

Bundle components

UCx User Bundle

UCx Complete	1 per user bundle
Direct inward dial numbers	4 per location + 1 per user bundle
Unlimited local usage	Included
Domestic usage	1,000 minutes/user
Geo-location emergency registration	1
Voicemail transcription — standard	1 per user bundle
UCx Integrator	1 per user bundle

UCx Phones & Devices

Polycom VVX 311 desk phone*	1 per user bundle
Power over Ethernet Switch	1

UCx Group Services

Auto Attendant — Standard	1
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Inbound Toll Free

Inbound Toll Free Number	1
2,500 Toll Free Minute Bundle	1

Virtual Fax

Virtual Fax	1 per user bundle
Direct inward dial numbers	4 per location + 1 per user bundle

MSx Managed SD-WAN

SD-WAN Core 100	1
SD-WAN Router 100	1
Professional Installation	Included
Continuity 4G	1

MSx Managed Firewalls

Managed Firewall — Core	1
Fortigate 80E Firewall	1
Professional Installation	Included

MSx Managed Endpoints

Workstations — Optimum	1 per user bundle
Workstations — Onboarding	Included

* Other Polycom VVX models are available for an upgrade charge.

