CenturyLink®
Hosted VoIP

Full-featured, cloud-based IP voice service.

An Affordable, Hosted Solution

CenturyLink Hosted VoIP uses the BroadSoft BroadWorks platform, and is the ideal solution for businesses that:

- Need up to 80,000 seats per enterprise

- Don't want to purchase or maintain a premises-based phone system

- Are looking for advanced call management features

- Want to improve customer service

- Want to increase office efficiency

- Need to maximize return on communications spending

75%
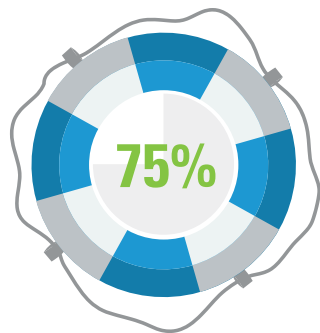
OF THE
TIME WASTED
BY THE AVERAGE EMPLOYEE
CAN BE SAVED WITH
UNIFIED COMMUNICATION SOLUTIONS[1]

Is your outdated phone system keeping up with the high productivity demands of today's mobile workforce? Don't settle for analog in a digital world. CenturyLink Hosted VoIP lets you communicate faster in more places and keeps your workforce more accessible, more efficient, and more productive than ever.

Hosted VoIP offers advanced calling features over our privately owned fiber network using the BroadSoft BroadWorks platform. That means your calls can be routed faster, you can set multiple devices to ring at the same time or in a particular order, and you can get voicemail by phone, email, or online.

Add, move, or change features easily online. And take advantage of our Business Communicator app that lets you talk or video chat, share your desktop or files, and instant message with colleagues.

All of this means you're more accessible to more people in more places, and your business benefits from increased collaboration and stronger communication among employees with faster customer response times.

CenturyLink Hosted VoIP scales easily and includes all upgrades and improvements, at no additional cost to you. With all IP phones included and per-seat pricing, you can't go wrong.

Hosted VOIP service allows you to:

- Share a single dial plan for entire company, even if you're geographically distributed or have no primary office.

- Combine the receptionist's IP phone with the Receptionist PC Console to make it easy to monitor users within their business group, and perform click-to-transfer and click-to-dial right from their computer.

- Make calls remotely as though you're at work using your home telephone, and receive the same features as any office user.

- Be reached wherever you are by setting your phone to ring multiple devices either at the same time or in a particular order.

- Retrieve your voicemail messages through your phone, by email, or through the user portal (unified messaging). You can also add on voice mail transcription to convert your voice message to text.

- Adjust administrative settings, end user preferences, phone features, etc... right from our on line portals.

- Record conversations between your employees and your customers as needed to support your business processes.

- Use our convenient toolbar to access mobility features, such as click-to-dial functionality and call management, so your employees can connect (using a computer).

Breakdown Office Walls with these Features

MOBILITY
Enjoy the freedom to access your services from virtually any device, anywhere with Business Communicator

UNIFIED MESSAGING
Receive voice messages to your inbox ensuring instant access whether in the office or on the road.

SIMULTANEOUS/ SEQUENTIAL RING
Route calls to multiple phones all at once or in a particular order.

USER TOOLBAR
Access and manage phone features from your computer.

HOSTED VOIP OFFERS A RANGE OF SEAT TYPES*

BASIC
A cost-effective seat designed for use in a lobby, break room, cafeteria, or shop area that is not assigned to a specific user.

STANDARD
With a more robust set of features than the Basic seat, this seat is designed for general business, support and clerical personnel that don't require advanced features.

PREMIUM
Designed for the majority of professional employees, this seat includes advanced IP phone features and a premium phone.

CONFERENCE
Get the features of a Standard seat, but with a phone designed for collaboration.

ADMIN
Get the features of a Premium seat, but with one receptionist sidecar (for monitoring additional lines in the office).

RECEPTIONIST
Built to handle high volumes of concurrent incoming calls, this seat includes advanced features such as Microsoft® Outlook and Internet Explorer integration, to help ensure effective call coverage.

VIRTUAL
Designed to fit the needs of the majority of a company's professional employees without requiring an IP phone.

VOICEMAIL
Use this seat to store voicemail and as a stand-alone voicemail box for after-hours calls that aren't directed to a specific person's voicemail.

ANALOG
Use this seat to connect old equipment that isn't IP-enabled, such as cordless phones, point of sale (PoS) devices, and low-volume fax machines.

CONTACT CENTER BASIC
Get the features of a Premium seat, plus basic call queuing in the cloud (up to 25 calls) to allow a group of users with this seat type to receive high volumes of incoming calls.

*****Cordless option available!**

CONTACT CENTER STANDARD
Get the features of a Premium seat, plus call queuing (up to 50 calls) in the cloud and allow users with this seat type to log in and out of queues and view queue statistics.

CONTACT CENTER SUPERVISOR
Get the features of a Premium seat, plus administer Contact Center Standard users, log in and out of queues, view queue statistics, get real-time reporting, access historical reporting, and monitor calls.

CALL RECORDING
Cloud based call recording seamlessly integrates with our Hosted VoIP service to deliver a flexible call recording option to support any business situation that requires recording phone conversations.

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Hosted VoIP Equipment

Hosted VoIP uses phones from the Polycom VVX Series, an enterprise-grade family of IP desktop phones designed to make voice communications effective and productive. Choose from the models below. If you're connecting analog devices such as analog phones, point-of-sale devices, or fax machines. Hosted VoIP utilizes the Cisco SPA and Adtran 900 series Analog Telephone Adapters (ATAs).

Polycom VVX
D60

Polycom VVX
301/311

Polycom VVX
401/411

Polycom VVX
501

Polycom VVX
601

Polycom VVX
1500

Polycom Soundstation
IP 5000

Polycom Soundstation
7000

SUPPORT FOR HOSTED VOIP IS SIMPLE: FROM YOUR OFFICE PHONES, JUST DIAL 611.

Leading with CenturyLink IQ® Networking

Hosted VoIP leads with CenturyLink IQ® Networking Internet Port, Private Port, or Enhanced Port (with Secure Internet Gateway (SIG))using one of the following connection options:

- IP/ethernet service: 3Mbps–1Gbps (some speeds may not be available in your area)
- Ethernet over copper service: 3Mbps–30Mbps
- DS1 service: 1.5Mbps (DS1)–12Mbps (8xDS1)

- Existing connection to CenturyLink network
- CenturyLink IQ® Delta Port3 or other carrier access for remote locations when headquarters location is connected with CenturyLink IQ® Networking

All of the above options require quality of service (QoS) enabled — which prioritizes your voice traffic over your data traffic. You can also use CenturyLink Hosted VoIP on a network from another service provider. Contact your CenturyLink representative for more details.

For more information, contact your CenturyLink representative or visit centurylink.com/HostedVoIP

Online Management (Customer Portals)

Our online portals allow you to keep an eye on your service, while making adjustments to your service. All three portals are available whether you're in the office or on the go:

- **Control Center:** Manage invoices and network configuration, view network statistics, and report/track issues.

- **Hosted VoIP Administrator Portal:** Place orders for seats, add-on features, and telephone numbers, as well as administer voices services; such as configuring phones, managing users (passwords, phone numbers), and managing hunt groups, group calls, auto attendants, etc.

- **Hosted VoIP User Portal:** Manage your own phone, listen to and configure voicemail, and access call records.

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