



# AlliancePhone

Hosted Phone System / PBX

Executive Summary

## Executive Summary

### Minimize Cost

The best PBX features are now both accessible and affordable. Alliance Technology Partners brings you the power and reliability of an enterprise-grade telephone system at a fraction of the traditional cost.

Alliance's hosted model provides businesses with significant cost advantages:

- No large CapEx needed to purchase a physical PBX
- Unlimited Domestic Long Distance
- No new IT resources needed to manage additional hardware
- Leverage existing IP connectivity and network infrastructure
- Low set-up and installation cost
- No voice T-1 or traditional telephone lines expenditure

Alliance provides 100% of our services through a hosted model; we are not distracted by any legacy premises-based products, ensuring reliability and the continued feature development of our hosted platform.

### Maximize Quality

Alliance has gone to great lengths to ensure the uptime and reliability of our proprietary system and hosting facilities (fault-tolerant site, backup power, dual feeds from different utility power sources, backup cooling, redundant servers, SaaS infrastructure for scalability and failover etc.) with industry leading results:

- Over 99.99% uptime
- Clear, crisp voice quality, with support for HD Voice
- Consistently rated #1 for customer satisfaction on industry-leading customer review sites

### Eliminate Risk

Alliance backs the quality of our service and minimizes your risk:

- Month-to-month contracts, with a 45 day money-back guarantee
- Support for industry-standard phones that can be used with other carriers
- AlliancePhone customers maintain ownership of their phone numbers and can port them away at any time
- Billing transparency – all of our features are included in the base price of the product. All taxes, fees and surcharges are included in the price!

Enterprise-Grade Features  
Included at NO Extra Charge:

- Online PBX Controls
- Multi-site support
- Detailed Call Reporting
- Call Analytics
- Voicemail to Email
- Time-based routing
- Find Me/Follow Me
- Multiple Auto-Attendants
- Automated Directory
- Custom Music/Message
- Custom Greetings
- Music on Hold
- Day and Night modes
- Voicemail
- Flexible Routing
- Multiple Ring Groups
- Multiple Queues
- Extension Transferring
- Call Forwarding
- Conferencing (3-way)
- Conference Bridge
- Directory on Phone
- Intercom
- Dial by Extension
- Dial by Name
- Caller ID
- Call Waiting
- Call Forwarding
- Call Transfer
- Speed Dial
- Three-Way Calling
- Call logs
- Auto-reject/divert
- Password Protected
- Temporary Greeting
- Remote Access
- Message-Waiting
- And more...



# AlliancePhone

## Hosted Phone System / PBX Requirements

### Implementation Timeframes:

- Equipment typically shipped within 48 hours
- 2-3 day shipping to most locations
- New numbers typically available within 3-5 business days
- Toll-free numbers generally take between 5-7 business days to port
- Local numbers typically take between 12-18 business days to port
- Expedited ports (\$50) take 6-9 business days
- Temporary phone numbers are available during the porting period (you can call forward from your previous provider)
- Call flow and PBX configuration can be completed at any time during the process

## Service Technical Requirements

### Internet Requirements

Any quality internet provider can be used in conjunction with the AlliancePhone service. The internet circuit must meet the following minimum requirements:

- Provide approximately 90 kbps of Internet bandwidth (both upload and download) for each concurrent call
- Latency: The time between a network request and response. Latency should be less than 100ms to your Alliance Virtual PBX. Latency greater than 150ms will result in choppy calls.
- Jitter: The amplitude and frequency of your network's latency. Jitter results in low-quality calls and occurs when latency jumps or spikes regularly beyond 20ms in either direction.
- Packet Loss: Data sent from your network that is lost in transit. Packet loss should not exceed 1% on any call. Packet loss greater than 1% will result in low-quality audio or dropped calls.

### Equipment Requirements

Industry-standard phones and network equipment can be utilized with Alliance services. This equipment should meet the following standards to ensure service quality:

- Business-class network router capable of DHCP and QoS
- Ethernet Switch capable of QoS (Quality of Service)
- SIP phone capable of supporting G.711 (most Polycom, Cisco, Linksys, Astra)
- Phone specifications for the proposed phone are included as Exhibit 1 of this document

### Contact Information

St. Louis: 314-649-8888

Toll Free: 888-891-8885

Email: [sales@alliancetechpartners.com](mailto:sales@alliancetechpartners.com)

[www.AllianceTechPartners.com](http://www.AllianceTechPartners.com)