



Hosted Phone System / PBX Requirements

A **simple** Way to Manage IT.

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 Recording
- Call Transfer
- Speed Dial
- Three-Way Calling
- Call logs
- Auto-reject/divert
- Password Protected
- Temporary Greeting
- Remote Access
- Message-Waiting
- And more...

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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

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