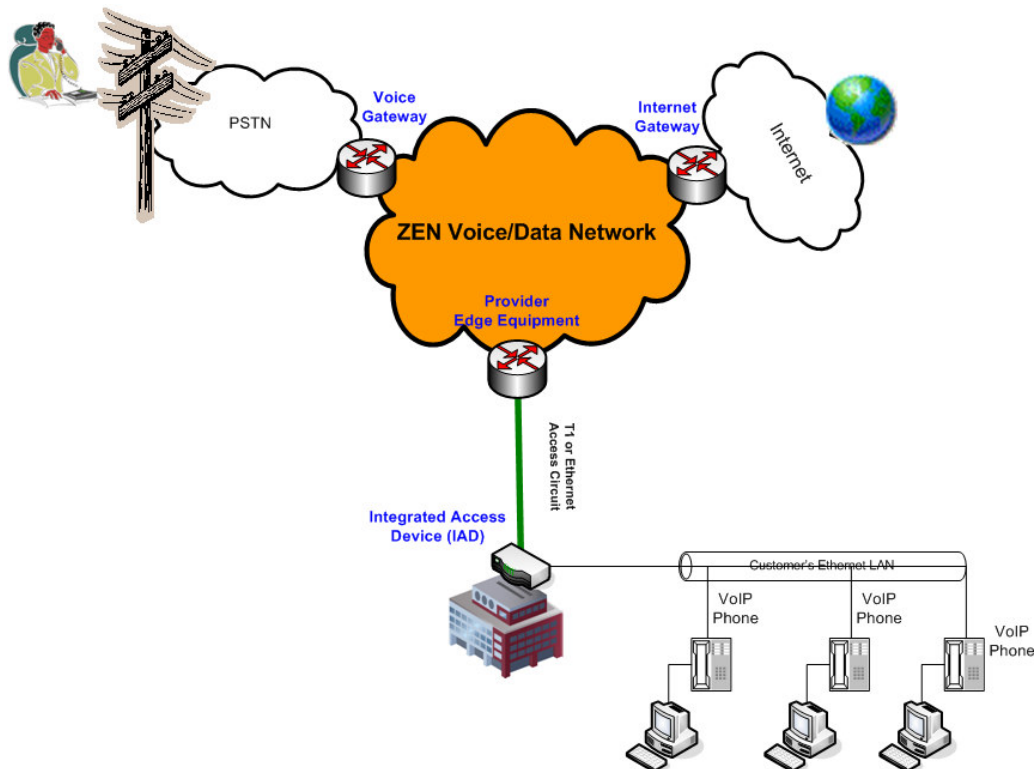


## SERVICE DELIVERY OVERVIEW

Zayo Enterprise Networks offers a centrally managed converged voice and Internet solution for small to medium sized businesses having single or multiple locations. Zayo provides features and capabilities beyond what is available with traditional separate voice and data networks, such as the ability to manage phone calls through a web portal, have voicemail sent to email, simultaneously ring your desk phone and cell phone, or selectively determine which callers can reach you and which callers go directly to voicemail. Set time of day call treatments, use selective forwarding or find-me/follow-me features so important calls are never missed or to filter unwanted calls. Businesses typically need to purchase or lease expensive PBX equipment to gain advanced calling features such as voicemail, automated attendants, extension dialing, call forwarding, call park, or call transfer, and obtain services from various carriers for local and long distance calling, PBX tie-lines and Internet access. Zayo provides Internet access, local and long distance calling, eliminates the need for separate PBX tie-lines, and provides calling features not commonly found in traditional phone systems without a large capital investment.

Voice and Internet services are delivered over the same broadband access circuit using the Internet Protocol (IP). The broadband bandwidth is dynamically allocated between voice and Internet. When people are not speaking on the phone, the entire bandwidth is available for Internet. Voice traffic always takes priority for maximum call quality. Phone calls are converted and transmitted over the traditional telephone network within Zayo facilities while Internet traffic is routed to the nearest Internet peering point.

## MANAGED HOSTED PBX SERVICE



### ➤ Standard Customer Premise Network Configurations:

#### Standard Configuration A

(Firewall for Phones & PCs, NAT used to translate between public IPs and private host IPs)

- T1 or Ethernet WAN access circuit
- Traffic shaping – voice high priority

- Firewall service (protect phones and PCs)
  - Deny all traffic originating from WAN except (HTTP, SSH, SNMP for system management)
  - Allow all traffic originating from the LAN
  - Only allow return traffic for connections originating from the LAN
  - VoIP Application Layer Gateway dynamically provisions and closes ports used for VoIP calls
- IP Network Support
  - DHCP – allocate private IP addresses to PCs and phones
  - DNS – URL/public IP address resolution
  - User Assignable Public IPs upon request  
(2 assignable by default; 6, 14 or 30 assignable upon approval; Note: one assignable IP address is typically assigned as a default gateway address)
  - NAT – translate between public IP addresses and private IP addresses assigned to host systems
  - Static routing

### Standard Configuration B

(Customer provided firewall or public IPs assigned directly to host systems)

- T1 or Ethernet WAN access circuit
- Traffic shaping – voice high priority
- Customer provided firewall or hosts configured directly with a public IP address will bypass the firewall
- Firewall service (used only for phones if customer provides separate firewall)
  - Deny all traffic originating from WAN except (HTTP, SSH, SNMP for system management)
  - Allow all traffic originating from the LAN
  - Only allow return traffic for connections originating from the LAN
  - VoIP Application Layer Gateway dynamically provisions and closes ports used for VoIP calls
- IP Network Support
  - DHCP – allocate private IP addresses to PCs and phones if not provisioned by customer provided firewall
  - DNS – URL/public IP address resolution
  - User Assignable Public IPs upon request (2 assignable by default; 6, 14 or 30 assignable upon approval)  
(2 assignable by default; 6, 14 or 30 assignable upon approval; Note: one assignable IP address is typically assigned as a default gateway address)
  - Static routing

### Non-Standard Configuration

Non-standard network configuration requests may be supported upon request. The customer's LAN Administrator and the Zayo Sales Engineer will work together to develop an appropriate network design. Additional installation and monthly recurring charges may apply.

#### ➤ Voice/Data router

- As part of the service, an appropriate Integrated Access Device (IAD) will be installed, managed, and maintained at your network's edge.

- The Zayo Voice Web Portal can be used for call control and feature personalization
  - Using an Internet browser to access the Voice Web Portal, employees, whether in the office or away, can have access to an array of productivity tools for conveniently managing their calls.

Options:	<b>Incoming Calls</b>	
Profile	Basic	
▶ Incoming Calls	<b>Anonymous Rejection - On</b>	
Outgoing Calls	Prevent a caller from reaching you when the caller has explicitly restricted his/her number.	
Call Control	<b>Calling Line ID Blocking Override - Off</b>	
Calling Plans	Allows a user to override calling line identity presentation restrictions.	
Client Applications	<b>Calling Name Retrieval - Off</b>	
Messaging	Provide a caller's name by retrieving the calling name from the network.	
Utilities	<b>Call Forwarding Always - Off</b>	
	Automatically forward all your incoming calls to a different phone number.	
	<b>Call Forwarding Busy - Off</b>	
	Automatically forward your calls to a different phone number when your phone is busy.	
	<b>Call Forwarding No Answer - Off</b>	
	Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.	
	<b>Call Notify - Off</b>	
	Send an e-mail with the caller's name and number to a specified e-mail address when pre-defined criteria, such as phone number, time of day or rise of week, are met.	
	<b>Advanced</b>	
	<b>Automatic Hold/Retrieve - Off</b>	
	Automatically place incoming calls on hold, or automatically retrieve an held call.	
	<b>Alternate Numbers</b>	
	Allow up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.	
	<b>Call Forwarding Selective - On</b>	
	Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.	
	<b>CommPilot Express - Off</b>	
	Manage incoming calls based on four pre-configured profiles.	
	<b>Priority Alert - On</b>	
	Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.	
	<b>Selective Acceptance - Off</b>	
	Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.	
	<b>Selective Rejection - Off</b>	
	Reject calls when pre-defined criteria, such as phone number, time of day or rise of week, are met.	

➤ Voice messaging



- A voice mailbox is included with every Professional phone extension.
- Voicemail allows users to play, forward, save or delete messages or return the caller's call from the Inbox or Saved Messages. It also allows them to be notified by email or a voice call (for example to a cell phone or pager) if a caller leaves a message.
- Voicemail messages may be forwarded to the user's email inbox as a .WAV attachment. The .WAV file can then be played through the PC's speakers using the PC's multimedia player. The voicemail is still available for playback using a phone handset.

➤ Find-Me / Follow-Me Services

- Configure inbound calls to route to multiple phones -- office, mobile, home, other, etc.
- Selective Call Forwarding -- Specify which calls to be forwarded when and where
- Sequential Ring/Simultaneous Ring -- Multiple phone numbers are tried sequentially or all at once
- Remote Office -- Make any PSTN phone function as your office phone to receive and make calls



- PBX style calling features are available in two different seat bundles – *Economy* and *Professional*. You select which seat bundle to meet the needs for each of your extensions.

- Economy Seat Features:

Economy extensions are to be used for lobbies, conference rooms and the like. The extension has a basic set of features, but is not designed for use with a dedicated user.

<i>Call Forwarding Always</i>	<i>Call Forwarding Busy</i>
<i>Call Forwarding No Answer</i>	<i>Call Hold</i>
<i>Caller ID</i>	<i>Call Transfer</i>
<i>Call Waiting</i>	<i>Extension Dialing</i>
<i>Touch Tone</i>	

- Professional Seat Features:

Pro extensions are appropriate for all types of users. A Pro extension is ideal for users needing fundamental features or for telecommuters, road warriors, sales executives, management and advanced users.

<i>3-Way Calling</i>	<i>Anonymous Call Rejection</i>	<i>Busy Lamp Field</i>
<i>Call Forward Always</i>	<i>Call Forward Busy</i>	<i>Call Forward No Answer</i>
<i>Call Forward Not Reachable</i>	<i>Call Forward Selective</i>	<i>Call Hold</i>
<i>Caller ID</i>	<i>Call Notify</i>	<i>Call Return</i>
<i>Call Transfer</i>	<i>Call Waiting</i>	<i>Do Not Disturb</i>
<i>Extension Dialing</i>	<i>Last Number Redial</i>	<i>Push-to-Talk (intercom)</i>
<i>Priority Alert</i>	<i>Remote Office</i>	<i>Selective Call Acceptance</i>
<i>Selective Call Rejection</i>	<i>Sequential Ring</i>	<i>Shared Call Appearance</i>
<i>Simultaneous Ring</i>	<i>Speed Dial 8</i>	<i>Speed Dial 100</i>
<i>Telephony Toolbar</i>	<i>Touch Tone</i>	<i>User Privacy</i>
<i>Voice Messaging</i>	<i>Voice Mail-to-Email</i>	<i>Voice Web Portal</i>

- If your company has more than one location, Multi-Site Service will provide the following benefits:

- A dialing plan enabling calls between locations to be completed using multi-location extension dialing
- Manage a single corporate directory
- No measured call usage charges between locations
- No need to enter authorization or account codes when dialing between locations
- One receptionist can answer calls for all locations
- Enables calling features to work seamlessly across multiple locations, such as:

<i>Call Transfer</i>	<i>Call Groups</i>
<i>Auto-Attendant</i>	<i>Hunt Groups</i>

- Our Hosted PBX service is scalable and flexible to meet the needs of your business

- Buy only the number of seats you need today, and incrementally add seats as the number of employees grows. Take the concern out of over or under investing in the capacity of a premise-based phone system.
- Available term commitments are 12, 24, or 36 months

- Long Distance provides cost-effective intrastate, interstate, international and toll-free calling

- Unlimited local calling with no per usage charge

**PHONES**

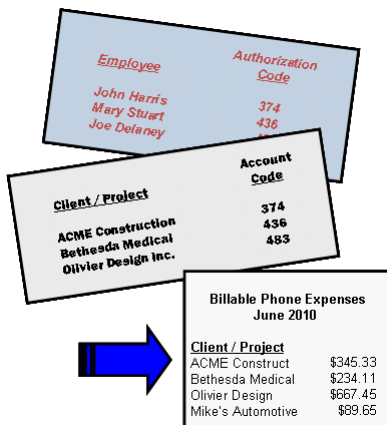
- Zayo supports a wide range of phones to meet user needs whether for the lobby or kitchen, minimal office use, the conference room, moderate call volume or high-end and large call volume.
- Phones may be purchased directly through the Zayo purchase program, or you may rent phones for a low monthly fee through our Managed Phone program.



**GROUP/BUSINESS SERVICES**

- Many standard features of a high-end phone system are included with the Seat Bundles. To further customize your service, additional Group/Business Service options are available to enhance your overall Hosted PBX service. Available Group/Business Service options:

<i>Account/Authorization Codes</i>	<i>Auto-Attendant</i>	<i>Call Center</i>
<i>Call Park/Retrieve</i>	<i>Call Pickup</i>	<i>Calling Plans</i>
<i>Hunt Groups</i>	<i>Music on Hold</i>	
<i>Reception Console</i>	<i>Toll-free Numbers</i>	



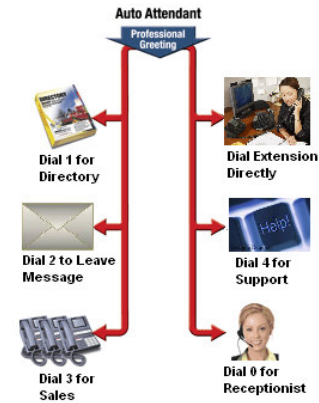
- **Account/Authorization Codes:** Account Codes allow the tracking of the calls against account codes. Account codes are reported to the billing records. There is no validation, other than for the length of the code. Authorization Codes allow users to make calls only after providing a valid, pre-defined, authorization code. This service does not override the restrictions that have been set in the Outgoing Calling Plan.

- The **Auto-Attendant** answers a ringing line with a recorded announcement and then allows the caller to dial by extension or by name to reach the desired person or department within your company. The Auto-Attendant can be configured to

automatically be enabled during certain times of the day and days of the week. The Time-of-Day component controls when the Auto-Attendant will answer the main number. Auto-Attendants give companies the ability to have a main attendant and separate attendants for mission critical functions such as sales and customer service.

Features include:

- Announcement (Greeting)
- Programmable menus
- Dial by Name
- Dial by Extension
- Time-of-day (business hours, after hours)
- Timeout handling



- **Call Center** will hold a caller in a *queue* until a company representative is available to speak with the caller. Callers will be able to wait and speak with a live person rather than reaching a busy signal or being forced to leave a message. Call Center allows efficient handling of calls with fewer employees and allows them to concentrate on the current call without being interrupted and be confident the Call Center is managing other callers. Employees assigned to a Call Center are known as agents and can be selected to answer incoming calls based on:

- Round robin
- Simultaneous
- Top-to-bottom
- Longest idle agent
- Weighted Distribution

Each Call Center bundle includes:

- Agent login/logout (anyone in your company can be an agent)
- Queuing of incoming calls when all available agents are currently busy (queue length can be from 1 to 50)
- Overflow to another number when all agents are busy and the queue is full
- No Answer Policy - enables a call distributed to an agent, but not answered in a specific number of rings, to be redirected to the next available agent. If all idle agents have been visited once without an answer, there is an option to handle the call in one of two ways: forward call to another number, or send the call to voicemail.
- Redirect to another destination outside of business hours
- Play repeated comfort message to callers held in queue
- Play music on hold for queued callers
- Queue Exit Policy – when a caller in queue presses “0,” the caller can be handled in one of two ways: forward the call to another number, or send the call to voicemail (queue exit and no answer policy are handled in the same manner)
- Call Center Statistics are available for administrators or supervisors to monitor the performance of the Call Center and shows Average Number Agents Busy, Average Hold Time Before Call Loss, Agents Logged In or Out of Queue, Average Time Agent Spends on Calls, Amount of Time Each Agent is Logged On or Idle.



A Call Center Enhanced overlay provides additional capability:

- Agents can set their status – available, unavailable, wrap-up
- Agent desktop client application allows agents to easily manage Call Center calls using the click of a mouse
- Supervisor desktop client allows supervisors to monitor agents and queues and to create more detailed agent and queue reports

- **Call Park/Retrieve** allows a call to be placed on-hold and retrieved from another station. To park a call, the user dials the call park feature code. To retrieve the parked call, the user dials the call retrieve feature code from another station followed by the extension where the call is parked.
- **Call Pickup** allows a user to answer any ringing line within their pick up group. To pick up a ringing call coming in on any phone within the pick up group, the user dials the call pick up feature code from his own phone.
- **Calling Plans (toll restrictions):** Provides a Class of Service for call blocking at a service location. Options available include:
  - *Classes of Service with 900/976 Blocking:*

IntraCustomer Only -	Block Local, IntraLATA Toll, InterLATA & International
IntraLATA only -	Block NPA 900 & 976 like NXXs, InterLATA & International, Allow NPA 800
World Zone 1 only -	Block NPA 900 & 976 like NXXs & International
Unrestricted -	Block NPA 900 & 976 like NXXs
  - *Classes of Service without 900/976 Blocking:*

IntraLATA only -	Block InterLATA & International, Allow NPA 800
World Zone 1 only -	Block International
Unrestricted -	Block nothing
- **Hunt Groups** allow an incoming call on a main number to hunt among a group of extensions in a specified manner for an answer. Incoming calls can be distributed based on:

Round robin	Top-to-bottom
Simultaneous	Longest idle agent
Weighted Distribution	
- Hunt group options available:
  - Specify number of rings before incoming call goes to next extension
  - No Answer Policy - enables a call distributed to an extension, but not answered in a specific number of rings, to be redirected to the next extension in the list. If all extensions have been visited once without an answer, there is an option to forward the call to another number or let the call hang-up.
  - Call Forward Busy allows a call to be sent to another extension if all extensions in the hunt group are currently busy with other calls.
  - Redirect to another destination outside of business hours
- **Music on Hold** allows callers to listen to music while on hold. An audio file (.wav file containing music, advertising, etc.) may be uploaded and played when callers while on hold.



- The **Reception Console** provides an intuitive PC-based software operator console for the Zayo service. Receptionists and group attendants can easily manage incoming calls to the main company number or other lines on their multi-line phone through on-screen line status indicators, corporate directory, and icons/menus that enable point-and-click transferring, click-to-call capabilities, and a variety of enhanced features. Incoming calls can also be placed on hold, parked, or camped.

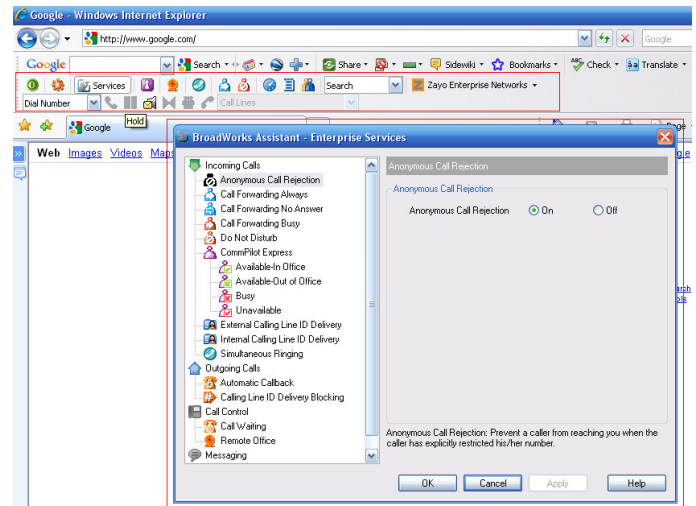
- **Toll Free Inbound Numbers** allows callers to dial an 8xx number to reach your company without the callers incurring long distance charges. Toll-free long distance incurred by callers is charged to your company's Zayo service.

## FEATURE DESCRIPTIONS

- **3-Way Calling:** Users can initiate a three-way call with two additional parties, allowing all parties to talk with each other.
- **Anonymous Call Rejection:** Allows user to reject calls from anonymous parties who have restricted their Caller ID. The user's phone does not ring and the caller is informed that calls from unidentified callers are not accepted.
- **Busy Lamp Field:** Allows a user to monitor the phone status (free/busy) of other users via an attendant console phone.
- **Call Forwarding:**
  - Busy** - Allows users to forward calls arriving at their phone while it is busy or set on Do Not Disturb to another number. Calls are sent to the number they entered as the forward destination.
  - No Answer** - Allows users to forward calls that are unanswered at their phone to another number. Calls are sent to the number they entered as the forward destination.
  - Always** - Allows users to forward all calls to another number. Calls will not ring at their phone and will be sent to the number they entered as the forward destination.
  - Selective** - Allows users to define criteria that causes certain incoming calls to be redirected to another destination. Criteria is based on Caller ID, time of day and day of week.
  - Not Reachable** - Allows a user to automatically forward calls to another phone number when the user's phone is unreachable or out of service.
- **Call Hold:** Allows user to put the caller on hold and make a consultation call to another party.
- **Caller ID:** This feature displays the caller's number on display phones. The outbound Caller ID can reflect the extension or a main number. The outbound Caller ID delivery may also be turned off.
- **Call Notify:** Send an e-mail with the caller's name and number to a specified e-mail address when pre-defined criteria, such as phone number, time of day or day of week, are met.

- **Call Return:** Allows the user to call back the last party that called by dialing a feature code.
- **Call Transfer:** Lets a user transfer a call to another internal extension or external number. The transfer can be consultative (consult with destination party before completing transfer) or blind (immediately transfer caller to destination party without any consultation – Caller ID of caller will be sent to transfer destination).
- **Call Waiting:** Lets a user receive and answer a call on the same line that is currently busy. If desired, the user can then toggle back-and-forth between the two calls. User will hear a beep when another incoming call is received.
- **Do Not Disturb:** Allows a user to block incoming calls and still be able to make outbound calls. Incoming calls go to voicemail without ringing the user's phone.
- **Extension Dialing:** Allows user to dial the phone extension to call other employees within the company.
- **Last Number Redial:** This feature allows a user to redial the last number that was dialed.
- **Push-to-Talk (Intercom):** Enables user-to-user intercom service. When a user dials the intercom access code followed by the called party's extension, the system will request that the called station answer automatically.
- **Priority Alert:** Ring the user's phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.
- **Remote Office:** This feature provides the capability to set up a remote phone to act as if it were the user's office phone. Instead of placing and receiving calls from the office desktop phone, calls are made and answered from the remote phone. For example, a user can configure a home phone to be the remote phone, and it will act as if it is the user's office phone. All calls coming into the office phone will ring the home phone instead. Outbound calls are initiated through the web portal or *Telephony Toolbar*. The Zayo service will first call the remote phone and once answered will initiate a call to the desired party. The called party will see the caller ID of the user's office phone.
- **Selective Call Acceptance:** Establish criteria for determining which inbound calls are allowed to complete while all other inbound calls are blocked. Criteria is based on caller id, time of day, or day of week.
- **Selective Call Rejection:** Establish criteria for determining which inbound calls are rejected while all other inbound calls are allowed to complete. Criteria are based on caller id, time of day, or day of week.
- **Sequential Ring:** Enables user to create a "find-me" list of phone numbers. Incoming calls matching specified criteria will sequentially call each number defined in the list until the user is found. The caller is provided with a comfort announcement indicating the user is being located.
- **Shared Call Appearance:** Allows an extension to be placed on multiple phones. Incoming calls to the extension will ring on all phones simultaneously. If the shared line is currently being used on one phone, other locations can still originate calls using that line. Additionally, a Shared Call Appearance barge-in feature allows a shared line on one phone to barge-in when another shared call appearance line has a phone call up. This will create a 3-way call.
- **Simultaneous Ring:** Enables users to have multiple phones ring simultaneously when any calls are received on their main extension. For example, calls to a user's desk phone could also ring the user's mobile phone at the same time.
- **Speed Dial 8:** Enables user to dial single digit code to call up to eight different numbers such a frequently dialed numbers or long strings of digits that are hard to remember.
- **Speed Dial 100:** Allows users to program and store a list of up to 100 frequently used phone numbers. The telephone numbers can be called using 4-digit abbreviated dialing.
- **Touch Tone:** Generates tones when telephone button is pressed.

- **User Privacy:** Allows users to exclude themselves from Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring.
- **Voice Messaging:** When incoming calls are not answered or receive busy treatment (do not disturb), callers can be sent to the user's voicemail box where voice messages can be left. Users can retrieve voicemail from any phone and can listen to, save, and delete each message, as well as move to the previous or next message. During playback, users have the option of skipping forward, skipping back, or pausing. Messages can also be forwarded to other members.
- **Voicemail-to-Email:** Users can control whether their voicemail messages are to be delivered to their email accounts as .wav attachments. An email can also be sent to the user as notification that a voicemail has been received.
- **Telephony Toolbar:** A call control toolbar embedded in Microsoft Outlook, Microsoft Internet Explorer or Mozilla Firefox allowing users to click on icons within these applications to control all their advanced voice features, such as selective call forwarding and do not disturb, voicemail to email, and simultaneous ring. Transferring calls, establishing 3-way calls, placing calls on-hold can all be achieved with the click of a mouse.



## FREQUENTLY ASKED QUESTIONS

### *General Questions*

#### **Q: What is Managed Hosted PBX?**

A: Managed Hosted PBX is an IP converged Service. It consolidates local and long distance calling and Internet service on one IP network. That means your company's communication network is greatly simplified, saving you money on equipment, personnel and changes. Managed Hosted PBX provides features and capabilities beyond what is available with traditional separate voice and data networks. It is robust enough to allow you the ability to manage calls through the web, have your voicemail forwarded to email, use selective forwarding or find me/follow type features so important calls are never missed or to easily block unwanted callers.

#### **Q: Do I get free equipment?**

A: An Integrated Access Device (IAD) is installed and maintained at your site as part of the Managed Hosted PBX service. You may rent or purchase phones from Zayo.

#### **Q: Can I use regular fax machines?**

A: Fax machines can be used when connected to an analog telephone adapter. However, fax transmission can be unpredictable when used with VoIP services such as that provided by Zayo. It is a good idea to handle faxes completely outside of the Managed Hosted PBX service if your business depends heavily and sending and receiving faxes.

**Q: If I make calls between two extensions in my office, does this use bandwidth on my broadband circuit?**

A: A small amount of signaling bandwidth is used to establish a session between the two extensions. Once a session has been established between the two extensions, no further bandwidth is needed on broadband circuit.

**Q: Do I require any special or custom software on my computer to use this service?**

A: A computer or software is not required to use your phone. However, users may access their phone features through a web portal, using their current web browser. The web portal allows users to personalize calling features and manage calls without the need to remember cumbersome flash and star enabled codes. A Windows-based PC is required to use the Reception Console or Telephony Toolbar.

**Q: Will I be down for any length of time during setup?**

A: In most cases, there will be very minimal amount of downtime. A short disruption may occur in your phone service during the configuration process when your existing phone numbers are ported to the Zayo service. There may be a brief interruption of existing Internet service while the Integrated Access Device (IAD) is being installed.

**Q: Where is the value in having a Hosted PBX vs. a premise-based PBX?**

A: Implementing a Managed Hosted PBX solution provides you with a variety of benefits and cost savings. Zayo Hosted PBX is “future proofing” your communication system. System upgrades and maintenance are part of the service. New features are automatically made available to you, often with no additional cost. No need to deal with obsolete equipment and software.

Zayo helps to reduce the overall cost of ownership. There is no need for the associated cost of supporting a premise-based PBX environment such as HVAC, insurance, maintenance agreements. No onsite staff or on-call staff is required for moves, adds or changes. If you have more than one office, expensive tie lines are unnecessary. Zayo Hosted PBX is state of the art Disaster Recovery. While everyone else is waiting to get repairs completed on down circuits or non-functioning PBXs, Zayo users can use the web portal to quickly set up Remote Office or selective call forwarding and continue to conduct business as usual.

**Q: In order to satisfy the anticipated growth of my business, I must buy a PBX that can accommodate my future projections, which is an over-investment for the needs I have today. And, if my business does not grow to plan, I am stuck with an over-sized, over-priced system. How can Zayo help me scale my communication system to meet the growth of my business?**

A: Zayo is flexible, versatile and scaleable. With Zayo Hosted PBX service, you order what you need RIGHT NOW, and the system grows as your business grows. Adding new phones is easy. Just place an order, plug in and configure your phone and go.

### *Voice Questions*

**Q: Will we be able to keep our current phone numbers?**

A: Yes, Zayo supports local number portability (LNP), which allows you to keep your current phone numbers.

**Q: Are my calls sent over the Internet?**

A: With Zayo, calls do not travel across the public Internet. Instead, they are on high-quality carrier lines just like any other phone call. Zayo uses voice-over-IP only between a point of presence (POP) and the customer premise.

**Q: Is this the same as a PC Phone?**

A: No. PC phones that allow you to make “free” calls are meant for residential use and do not meet a business’s quality requirements. Plus, they do not have the voicemail and call handling features that businesses need. Zayo service is for businesses only.

Q: Will the voice quality ever seem ‘choppy?’

A: Voice quality is comparable to that of your existing phone service. The Integrated Access Device uses a Quality of Service algorithm to mark and prioritize voice packets for transmission over the broadband access circuit.

Q: Can I make calls to any phone?

A: Of course! Call anyone, anywhere.

Q: If my access circuit connection fails, will I still have phone service?

A: Zayo service level objective is to provide 100% availability. Zayo Hosted PBX is managed over a highly redundant backbone network to minimize the possibility of service failure. However, just like traditional voice service, a local loop failure can cause the phone system to go down. You will still be able to use your service by accessing the rich feature/functionality of Managed Hosted PBX allowing you to receive calls to your extension on alternate phones (i.e. mobile phones).

Q: Do I pay a separate Long Distance Company?

A: No. Zayo provides long-distance service at very competitive rates.

Q: How do I add a new employee to the Managed Hosted PBX system?

A: No onsite service call is required to provision a new extension. Simply contact the Zayo team to add a new extension. Then plug the IP phone into your LAN and perform a simple configuration of the phone; that’s all it takes.

Q: I have several employees that work from a home office. How can they benefit from Zayo services?

A: Managed Hosted PBX is the ideal system to meet the needs of remote employees. They will only need one phone number. Through the web portal they can use features like Remote Office to receive and place calls from their home office phone while giving the appearance as if they were working out of the main office. And with Remote Office, remote employees can originate their long distance calls through the Managed Hosted PBX system. Alternatively, remote employees can install an IP phone over their high-speed Internet connection (i.e. DSL or cable).

Q: I have several employees that are never in an office. Can they still use the Managed Hosted PBX platform?

A: The Zayo Managed Hosted PBX system is well suited for roaming employees. Their phone extension can be configured to selectively forward calls, or to use find-me/follow-me type services so they receive calls on their mobile phone or other remote phone. Other employees can easily reach roaming users by dialing their extension.

Q: I have multiple office locations. How can Zayo benefit my company?

A: Zayo allows you to “connect” your offices together in a Multi-Site service configuration. Multi-Site services provide you with a number of benefits, including abbreviated dialing between offices and a single corporate phone directory, accessible by all employees.

Additionally, call features like call transfer, call groups, conferencing, auto-attendant, authorization codes, and hunt groups work across multiple locations. The system can be centrally managed through the Customer Administration Portal; and there are no toll or measured usage charges for calls between your offices.

Q: How can Zayo help me manage and route incoming calls into my organization?

A: Zayo has a variety of features that will allow you to quickly and efficiently route your inbound calls.

Zayo supports multiple Auto-Attendants, each with programmable menus and time-of-day handling. An auto-attendant answers a

ringing line with a recorded announcement and then allows the caller to press a digit or digits to complete the call. Callers can also dial by name or extension.

Reception Console provides an intuitive, PC-based software operator console for Zayo services. No need for expensive hardware additions. This software enables receptionists and group attendants to easily manage incoming calls to the main company number through their on-screen line status indicators, corporate directory, and icons/menus that enable point-and-click transferring, click-to-call capabilities, and a variety of enhanced features.

Hunt Groups allow calls to be directed to groups of users for increased call coverage. A group of phones can be defined in a particular user-specified order and parameters can be defined to make sure calls are routed, even when there are no idle phones in the group.

### *Network Questions*

**Q: Will I have to make any changes to my existing LAN infrastructure?**

**A:** In most cases, changes to the existing LAN infrastructure are not required if your network uses standard 100Mbps Ethernet and is deployed over high-speed switches (as opposed to hubs).

**Q: I host my own website at our office. Can I still host my own website if I get Managed Hosted PBX?**

**A:** Managed Hosted PBX is delivered over a business-grade, always on, high-speed, dedicated Internet access circuit suitable for hosting your own public host systems, such as your website.

**Q: Does it work with a Firewall?**

**A:** The Integrated Access Device used for Managed Hosted PBX provides a built-in firewall comparable to other business class firewalls. If you prefer, you may manage your own separate firewall, but it is not necessary.