

Zayo Enterprise Networks (ZEN) provides an alternative to traditional ISDN-PRI service delivery for businesses managing their own PBX phone system.

With Zayo's Converged PRI Voice Service, voice and Internet service is delivered over a single managed broadband access circuit using the IP protocol. An integrated access device at your location is used to provide the IP WAN connection to the Internet and to provide a T1/PRI interface to your PBX.

Feature/Functionality	Traditional PRI	Converged-PRI
Basic Service Description	<p>T1/PRI voice-only trunking service for premise-based PBX systems. Provides 23 voice channels (23 simultaneous calls) for inbound/outbound calling.</p> <p>A separate data circuit is required for Internet access.</p> <p>Provision as many PRI as needed to support your office.</p>	<p>Voice and Internet services are delivered over a single broadband access circuit using the Internet Protocol (IP).</p> <p>An integrated access device (IAD) provides T1/PRI trunking for premise-based PBX and LAN/WAN interface for dedicated high-speed Internet access.</p> <p>You choose the number of simultaneous calls needed for your PRI – for example if you don't need 23 simultaneous calls as provided with traditional PRI, you can select eight simultaneous calls or whatever number meets your needs.</p> <p>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.</p>
Pricing Model	<p>Flat-rate monthly recurring charge for each PRI plus usage, such as Long Distance charges.</p>	<p>Flat-rate monthly recurring charge that includes dedicated Internet access and the number of simultaneous voice call paths.</p> <p>If you have more than one service location using ZEN Converged PRI Service, all calls between those locations are always free.</p> <p>1,500 minutes of domestic long distance are also included at each service location. Long Distance usage charges are not incurred until the bundled minutes are used.</p>

Feature/Functionality	Traditional PRI	Converged-PRI
<i>PRI Service Type</i>	<p>The entire PRI can be configured for inbound-only, outbound-only, or two-way.</p> <p>Or, specific channels can be dedicated for inbound-only, outbound-only, or two-way.</p>	<p>The entire PRI can be configured for inbound-only, outbound-only, or two-way.</p> <p>The maximum number of simultaneous inbound-only, outbound-only, and two-way calls that are allowed can be specified without dedicating specific PRI channels.</p>
<i>Translation Protocols</i>	<p>National ISDN 1 National ISDN 2 Lucent 5ESS AT&T 4ESS Nortel DMS-100</p>	<p>National ISDN 2 Lucent 5ESS AT&T 4ESS Nortel DMS-100</p>
<i>Multiple PRI Arrangement</i>	<p>ISDN NFAS can often be used to allow a single D channel to control multiple PRI interfaces.</p>	<p>Each PRI interface must be configured as 23B+1D.</p>
<i>Resource Selection</i>	<p>Linear – ascending or descending; calls can be accepted on the lowest or highest numbered DS0 available when received.</p> <p>Circular – calls will be evenly distributed across all available DS0s when received.</p> <p>Random – calls will be answered by an available random DS0 when received.</p> <p>All DIDs can be assigned across all PRI, or specific DIDs can be assigned on a specific PRI.</p>	<p>Linear – ascending or descending; calls can be accepted on the lowest or highest numbered DS0 available when received.</p> <p>Circular – calls will be evenly distributed across all available DS0s when received.</p> <p>All DIDs can be assigned across all PRI, or specific DIDs can be assigned on a specific PRI.</p>
<i>Framing/Coding/Facility</i>	<p>Framing: ESF or D4 Coding: B8ZS or AMI FDL: ANSI</p>	<p>Framing: ESF or D4 Coding: B8ZS or AMI FDL: ANSI</p>
<i>Direct Termination Overflow</i>	<p>Calls will be directed to a second PRI if all channels are busy on the first PRI.</p>	<p>Calls will be directed to a second PRI if all channels are busy on the first PRI.</p>

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Business Continuity	<p>If a traditional TDM-based T1/PRI circuit or PBX goes down, inbound calls can not typically be redirected. If the PRI provider can redirect inbound calls, then it is only to another PRI trunk group on the same switch.</p> <p>You will need to call the LEC/CLEC to have inbound calls redirected to another PRI circuit if you have one, and you may be required to pay a fee.</p> <p>Once service is restored, a second service request to the LEC/CLEC is needed to turn off the inbound call redirection.</p>	<p>The Trunk Group Unreachable Destination feature provides the enterprise with the option to automatically reroute all incoming calls for all DID/telephone numbers to alternative locations in the event of a loss of connectivity with the premise-based PBX.</p> <p>Inbound calls can be redirected to any phone number such as to another enterprise location, answering service, remote office, mobile phone, etc.</p> <p>After all connections and equipment are back in service and online, Trunk Group Unreachable Destination deactivates itself, which allows calls to resume normal flow to your PBX.</p>
Multi-site	<p>If you have multiple locations that are not local to each other, then long distance calling charges will be applied when calling between locations, unless expense tie-lines are used to connect the locations together.</p>	<p>If you have multiple locations that are not local to each other, there are no long distance charges for calling between locations (No tie-lines required).</p>
Direct Inward Dial (DID) Numbers	<p>Available in blocks of 20 numbers.</p> <p>Provide individual phone numbers for each person or station on your PBX.</p>	<p>Available in blocks of 20 numbers.</p> <p>Provide individual phone numbers for each person or station on your PBX.</p>
Local Number Portability (LNP)	<p>You can port your numbers to or from another service provider.</p>	<p>You can port your numbers to or from another service provider.</p>
911	<p>Your main or billing telephone number is used as the outgoing caller ID for emergency calls.</p>	<p>Your main or billing telephone number is used as the outgoing caller ID for emergency calls.</p>
Toll-Free Service	<p>Allows your customers to reach you without them having to pay any tolls by dialing an 8xx number. You pay the toll charges.</p>	<p>Allows your customers to reach you without them having to pay any tolls by dialing an 8xx number. You pay the toll charges.</p>

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<i>Outgoing Calling Plans</i>	<p>You can allow or disallow different call types:</p> <p>Local – calls within the same LATA or non-chargeable calling region</p> <p>Toll – chargeable calls, interState, interLata calls</p> <p>Toll Free – 800, 877, 888 numbers</p> <p>International – non-domestic, calls to other countries</p> <p>Operator Assisted – calls made with the assistance of an operator</p> <p>Directory Assistance – calls made to Directory assistance such as 411 or 555-1212</p> <p>Special Services – calls to 700 numbers</p> <p>Premium Services – calls to 900, 976 numbers</p>	<p>You can allow or disallow different call types:</p> <p>Local – calls within same LATA or non-chargeable calling region</p> <p>Toll – chargeable calls, interState, interLata calls</p> <p>Toll Free – 800, 877, 888 numbers</p> <p>International – non-domestic, calls to other countries</p> <p>Operator Assisted – calls made with the assistance of an operator</p> <p>Directory Assistance – calls made to Directory assistance such as 411 or 555-1212</p> <p>Special Services – calls to 700 numbers</p> <p>Premium Services – calls to 900, 976 numbers</p>
<i>Authorization/Accounting Codes</i>	<p>Authorization Codes are verified – correct code must be entered to permit the outbound call to be completed.</p> <p>Accounting Codes are not verified – the user is prompted for a code to be associated with the call detail record (billing record). The Accounting code is not verified and will not block an outbound call.</p> <p>Codes are generally available for an additional cost and are administered by the service provider, and are often limited in the number of digits.</p>	<p>Authorization Codes are verified – correct code must be entered to permit the outbound call to be completed.</p> <p>Accounting Codes are not verified – the user is prompted for a code to be associated with the call detail record (billing record). The Accounting code is not verified and will not block an outbound call.</p> <p>Codes are included with Converged PRI service and can be managed directly by the customer through a web portal. Code lengths can be up to 14-digits.</p>
<i>Caller ID and Name Delivery</i>	<p>When available, an inbound caller’s phone number and name are delivered.</p> <p>A single outbound name and number can be set for an entire organization, or can be set for each individual.</p>	<p>When available, an inbound caller’s phone number and name are delivered.</p> <p>A single outbound name and number can be set for an entire organization, or can be set for each individual.</p>