

WHITEPAPER

SWITCHING TO HOSTED VOICE

ADVANTAGES OF HOSTED VOICE

Hosted Voice, also known as Hosted VoIP, allows your business to make phone calls using the same broadband connection you use to connect to the Internet. MegaPath offers everything you need including broadband connectivity, IP phones, calling plans, advanced calling features, and Unified Communications tools for a complete, unified Hosted Voice system that supports a single office or multiple locations nationwide.

For businesses that currently rely on traditional premises-based phone systems, Hosted Voice offers significant cost savings, superior flexibility, and advanced functionality. Despite these advantages and others, many businesses have held back from switching only because they anticipate a challenging transition process.

Fortunately, MegaPath has taken the pain out of switching with a unique level of simplicity and convenience that ranges across the entire process from an easy purchasing experience and flexible, fast installation options to ongoing 24/7 customer support.

10 WAYS MEGAPATH MAKES IT EASIER TO SWITCH TO HOSTED VOICE

Making a change to your business communications system takes a bit of time and effort, but it doesn't have to be a hassle. With MegaPath on your side, there's never been a better opportunity to give your business the advantages of Hosted Voice.

1. Easy purchasing experience

Our voice experts guide you through the process of selecting the service plan, value-added features, and phones that fit your business's unique needs. With MegaPath Hosted Voice, you can bring your own broadband, or get guaranteed voice Quality of Service (QoS) when you choose one of our services including DSL, T1, or Business Ethernet. To transfer your

“We manage a wealth of properties, including more than 5,000 multi-family units, so we couldn't afford to go without a phone system during a lengthy switchover. **MegaPath offered the shortest implementation and the best price.** We now have unlimited calling, and we're not paying any more than we did for our previous service.”

Karen Campbell

Director of Office Services,
Foresite Realty Partners

current phone numbers, you can call our Voice Implementation team or submit the request yourself on our easy-to-use portal.

2. Easy purchasing experience

Because phone system functionality is hosted on the MegaPath network, there's no PBX, IP-PBX, Centrex or other costly phone system to buy or lease and maintain. That's a huge savings in time and money, and it means that you'll never outgrow your system. All you need is a broadband connection, phones, and a voice-capable router.

3. Around-the-clock service and support

The MegaPath customer service team works around the clock 24/7/365 to support and serve all of our customers. You get access to this around-the-clock support regardless of how many seats you purchase, so you can rest assured we'll be here to help.

4. Unlimited calling plans

Unlimited calling plans are included with our packages and eliminate costly and unpredictable long-distance bills. Plans are available for nationwide or international calling. Company-wide shared minute calling plans are also available, starting as low as 500 minutes per month.

5. Rapid, no-hassle deployment options

MegaPath offers simple, flexible options for getting your service installed.

- > **Self-install.** With our self-install option, you can use your own resources to deploy voice at your locations and be up and running in about a week. Our self-install is backed by a 7-Day Service Level Agreement (SLA) and real service credits.
- > **Professional install.** For customers that prefer a hands-off installation, MegaPath offers a fully-managed installation. With this option, MegaPath assigns a dedicated project manager and an onsite technician to oversee your voice implementation, start to finish.

6. Broadband choice and call quality

Although you can choose to keep your existing broadband service, we guarantee true voice Quality of Service (QoS) when you combine Hosted Voice with our broadband service. When you purchase MegaPath Hosted Voice and MegaPath Access, we can prioritize voice calls over other data for crystal-clear call quality.

We offer a full range of cost-effective broadband options, all backed by a high-performance nationwide network and reliable customer service:

- > **Fiber.** Fastest symmetrical download and upload up to 1 Gbps, for mission-critical applications. 99.99% uptime SLA.
- > **Business Ethernet.** Best value for maximum bandwidth up to 45 Mbps with the same 99.99% uptime as a T1.
- > **T1s and Bonded T1s.** Symmetrical bandwidth up to 12 Mbps with robust SLAs including 99.99% SLA guaranteed uptime.
- > **Business DSL.** Affordable line-share and dedicated DSL options with download speeds up to 20 Mbps.

7. Intuitive self-service management

Hosted Voice is far easier to manage than an onsite PBX or IP-PBX. Unlike a traditional premises-based system, moves and changes don't require you to rewire a telephone closet, and scalability is limited only by your broadband capacity. Because functionality is hosted in the cloud, your voice administrator can manage your phone system from any location and even order new services and seats through a secure and easy-to-use web portal. Best of all, your users can manage most features themselves.

MegaPath offers powerful online voice management tools for users and administrators alike.

- > **Voice Manager.** Place calls, listen to voicemail, and manage call routing and other settings on an easy-to-use Web portal. Users can access Voice Manager using a personal computer, tablet, iPhone, or Android device. Calls placed via Voice Manager use your VoIP phone number and your company's calling plan.

- > **Admin Portal.** Ordering, implementation, and service management are easy, whether customers work with sales and support representatives over the phone or use the Chat Support or self-service capabilities available on our customer portal. Administrators can manage all users across all office locations, from virtually any device. No need to tie up your IT department or keep telephony specialists on staff. Chat with support; manage support tickets; port phone numbers from your previous provider; order new service and phones; access calling records; and pay your bill.

8. More than 50 easy-to-learn features; free training

MegaPath Hosted Voice comes standard with over 50 features that increase efficiency and improve communication with customers and colleagues. To ensure widespread adoption and a smooth transition, we provide free customizable user and administrator training to help employees get the most out of Hosted Voice. Popular features include:

- > **Find Me / Follow Me.** Define how incoming calls are routed or forwarded to individuals or groups of inbound callers, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.
- > **Visual Voicemail with Transcription.** Receive a copy of your voicemail messages as audio file attachments or as a transcribed message delivered to your inbox, and easily review, respond to, or forward messages even while attending another call.
- > **Voice Manager.** Make and receive phone calls, change routing, and turn features on or off as needed, with a single click. Accessible on your smartphone or PC.
- > **MegaPath Anywhere.** Get one-number calling from any device. Your calls appear to originate from your VoIP number and all of your calls are routed through your Hosted Voice interface. Make or take calls using your desk phone, conference room phone, computer softphone client, or smartphone. Move a call from one device to another without disconnecting the call.

““ MegaPath Unified

Communications is so easy to deploy with iPhones and Androids. It blends the popular ways of staying connected now - email, voicemail, video, texting and IM - all into one platform that supports all of today's popular communication devices.””

Jim Dainko

President, Fluid Networks

9. Mobility solutions for a new generation of business

Let's face it; today's fast-paced, highly mobile work style frequently extends beyond the confines of a traditional office. MegaPath Hosted Voice offers affordable, scalable solutions for a range of business needs, including:

- > Constant connection with clients, colleagues, partners, and others
- > Remote offices and telecommuters
- > Secure remote access to corporate applications and data
- > Home-based workforce

MegaPath Hosted Voice with Unified Communications is designed to keep everyone connected on one system regardless of location, including central and remote offices and travelling and work-from-home employees. Keep everyone in touch using your business Hosted Voice service and these features:

- > MegaPath One complements voice calling with real-time collaboration and conferencing tools. Improve productivity and mobility with features like video calling, IM and Presence, and online conferencing (including desktop sharing and guest access via web browser), integrated into a single application. Works with popular operating systems and devices including Windows PCs, Mac OS X, iPhone, iPad, and Android smartphones and tablets.
- > MegaPath Anywhere turns any device — desk phone, smartphone, or home phone— into your business phone, using your Hosted Voice business number and calling plan.
- > With Find Me/Follow Me, you define how incoming calls are routed or forwarded, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.
- > Voice Manager is a simple-to-use Web application that gives users the power to change routing, turn features on or off, and make and receive phone calls.

10. Disaster recovery protection

Choosing Hosted Voice is one of the easiest ways to protect your business from sudden disruptions such as power outages and natural disasters. Because voicemail, call processing, and advanced features are hosted on our network, they remain available even if something goes down at the business location. This means that even if nobody in the office can receive

calls, callers never hear a fast busy signal. Voicemail will continue to function and messages can be retrieved remotely. Employees that have Internet access can immediately use their softphone for calls or forward their calls to another phone, allowing voice communications—and business—to continue virtually uninterrupted. If a Hosted Voice auto attendant is in use, it will continue to function as an automated receptionist, and the outgoing message can be quickly reprogrammed from anywhere to give up-to-date information to callers.

SWITCH NOW



An estimated 80% of enterprise companies are engaged in VoIP trials.¹ The Hosted VoIP services market is expected to see continued strong growth worldwide, reaching \$88 billion by 2018, demonstrating that VoIP is the future of voice communications. Consider switching to Hosted Voice to lower costs, simplify voice system management, and enjoy advanced features that help your business work smarter and stay agile.

WHY MEGAPATH



Full Suite of Integrated Unified Communications Tools. Use any of your devices as your business phone, with the added convenience of real-time collaboration and conferencing tools. Improve productivity and mobility with features like video calling, IM and Presence, and online conferencing (including desktop sharing and guest access via web browser), integrated into a single application.

Flexible Installation Options. With our self-install option, you can be up and running in about a week. Or, you can opt for a fully-managed installation with an onsite technician.

Money-Back Guarantee. Get started, risk-free, with our 30-day money-back guarantee.

Training for a Smooth Transition. Free customizable user and administrator training helps employees get the most out of Hosted Voice.

¹Tech Target "VoIP Security Considerations," Sandra Kay Miller, Contributor



NEXT STEPS

No Minimums. Unlike other providers, we don't place user or seat minimums on our low pricing, 24/7 customer care availability, or 30-day satisfaction guarantee.

One Provider, One Bill. Serve all of your locations with the convenience of a single provider.

With MegaPath on your side, there's never been a better opportunity to give your business the advantages of Hosted Voice.

Visit www.megapath.com/voice/hosted to learn more, or contact a MegaPath Business Consultant today at 877-611-6342.