

## ***VOICE CIRCUIT TYPES EXPLAINED***

<b><i>PRODUCT</i></b>	<b><i>DESCRIPTION</i></b>	<b><i>PRO</i></b>	<b><i>CON</i></b>
<b><i>BUSINESS LINES</i></b>	Basic phone service typically for a small office	Low-cost, quick set-up	Analog, no inherent features, everything is extra
<b><i>CENTREX LINES</i></b>	Business lines with packaged set of features	More feature rich and centrex customers get priority repair.	Higher cost than business lines, duplicates most features on your phone system
<b><i>ANALOG DID</i></b>	Analog inbound direct inward dial circuit	Every user can have their own telephone number	Analog, dedicated to inbound only, requires special hardware
<b><i>T1</i></b>	Also called a "Supertrunk" this is a digital circuit that contains 24 voice channels	Digital, handles high call volume, has DID as a standard feature.	Longer ordering time, requires T1 card
<b><i>PRI</i></b>	A digital circuit that contains 23 voice channels	Digital, faster call setup than T1 & Calling Line ID and DNIS features	Longer ordering time, requires PRI card
<b><i>INTEGRATED VOICE &amp; DATA T1</i></b>	A digital circuit that carries both voice and data	Digital voice service and high quality internet access on the same circuit.	Longer ordering time, more expensive than analog voice and DSL

## *COMMON DATA CIRCUIT TYPES*

<i>PRODUCT</i>	<i>DESCRIPTION</i>	<i>PRO</i>	<i>CON</i>
<b><i>ADSL</i></b> (Asynchronous digital subscriber line)	Transforms ordinary phone line into digital internet access, speeds vary from 144k-3 Mbps	Low-Cost	Distance sensitive to the central office, high speeds not available in all areas, variable quality. Upload speed is slower than download speed
<b><i>SDSL</i></b> (Synchronous digital subscriber line)	Transforms ordinary phone line into digital internet access, speeds vary from 144k-3 Mbps	Relatively low-cost, substantially better than ADSL	Distance sensitive to the central office, high speeds not available in all areas, variable quality.
<b><i>DATA T1 (Single T1 to a DS3)</i></b>	Dedicated Internet Access, Single T1 1.544 Mbps to a DS3 – 45 Mbps)	Higher speed, synchronous, guaranteed performance via SLA (service level agreement)	Higher cost than DSL

## ***INTEGRATED VOICE/DATA CIRCUIT TYPES***

<b><i>INTEGRATED VOICE &amp; DATA T1</i></b>	A digital T1 circuit that contains voice line and Internet bandwidth	Voice and data are on a single T1. Many times the carrier provides a reduced price on per minute charges	Longer ordering time, may require a T1 card in your PBX, if circuit goes down you lose both voice and data
<b><i>INTEGRATED VOICE &amp; DATA USING SIP</i></b>	A digital T1 circuit that dynamically allocates channels for both voice and internet access traffic.	Very flexible, has ability to adapt to high voice line needs or high data access needs. Usually includes local & long distance at no charge or reduced rate	Longer ordering time, may require T1 card or SIP trunking capability in your PBX.

## **COMMON CIRCUIT FEATURES**

<b>REMOTE CALL FWD</b>	Inbound calls can be forwarded to An outside phone number	You can keep your phone number wherever you go.	You pay for all incoming costs based on mileage and usage charges
<b>“DO NOT CALL” COMPLIANCE</b>	Outbound calls can cross reference with the <i>Do Not Call Registry Database.</i>	Protect from potential State & Federal fines amounting to thousands of dollars!!!	Cost associated with service
<b>CALLING CARDS</b>	Call from a remote phone and have charges billed to your company	Use for traveling professionals, one bill for all cards	Cost per minute are higher than regular calls
<b>LONG DISTANCE</b>	Separate long distance carrier and local carrier	Potentially can be less expensive	Sometimes can be more expensive and you now get two bills
<b>TOLL-FREE SERVICE</b>	Inbound 8XX# Service	Increase your chances of earning more business since prospects don't have to pay to call you	You pay for all inbound 800 # calls, also can get pricey if everyone uses it

## ***COMMON CIRCUIT FEATURES***

<b><i>CONFERENCING SERVICES</i></b>	Have a dedicated “Meet Me” number to conduct both audio & web meetings	Be more connected to your clients, staff, prospects. Can be used “on the fly” as needed.	Costs associated per user/per minute can add up
<b><i>PRIVATE LINE SERVICES (T1, MPLS, Frame Relay)</i></b>	Dedicated bandwidth between multiple sites, can run both voice and data applications	Connect your offices seamlessly and securely, improve communications	Mileage Sensitive Costs