



Digital PRI Service

Unlimited Local/Long Distance and Internet on a Single Private IP Network

TouchTone also offers these nationwide voice & data services

- ▶ Long Distance and Toll Free Services - TDM or SIP (public or private connection)
- ▶ Call Center and Short Duration Termination
- ▶ Business VoIP Phone Service
- ▶ Dedicated Internet Access and MPLS
- ▶ Unified Communication Solutions
- ▶ Wireless Broadband (Machine-to-Machine Routers and SIM Cards)

Replace expensive local PRI/T1 circuits with Digital PRI Service

A Nationwide All-Digital, Low Cost, and Highly Redundant Voice & Data Solution

Using a SIP connection, TouchTone Digital PRI service allows enterprise customers to combine their local, long distance and data requirements into one, private IP circuit to deliver a low-cost, highly efficient and all-digital voice and data solution.

By providing a digital connection from your PBX to TouchTone's nationwide MPLS network, customers improve network performance and trunking efficiency without the cost of upgrading their current phone system. Run voice, data, and video through one trunk simultaneously with ability to prioritize by traffic type.

Connect Multiple Locations over a Private Connection

Multi-location customers can securely connect and transfer data between sites with guaranteed dynamic bandwidth. TouchTone's MPLS Virtual Private Network (VPN) keeps data safe and creates a secure connection between branch offices at different geographic locations.



Unlimited Calling

TouchTone's Digital PRI voice service provides unlimited local inbound and outbound, long distance, and on-net/site-to-site dialing. Metered/pay per minute plans are also available.



High Quality Voice

Receive Quality of Service (QoS) with voice prioritization to ensure optimal performance and clear, reliable voice while maximizing bandwidth.



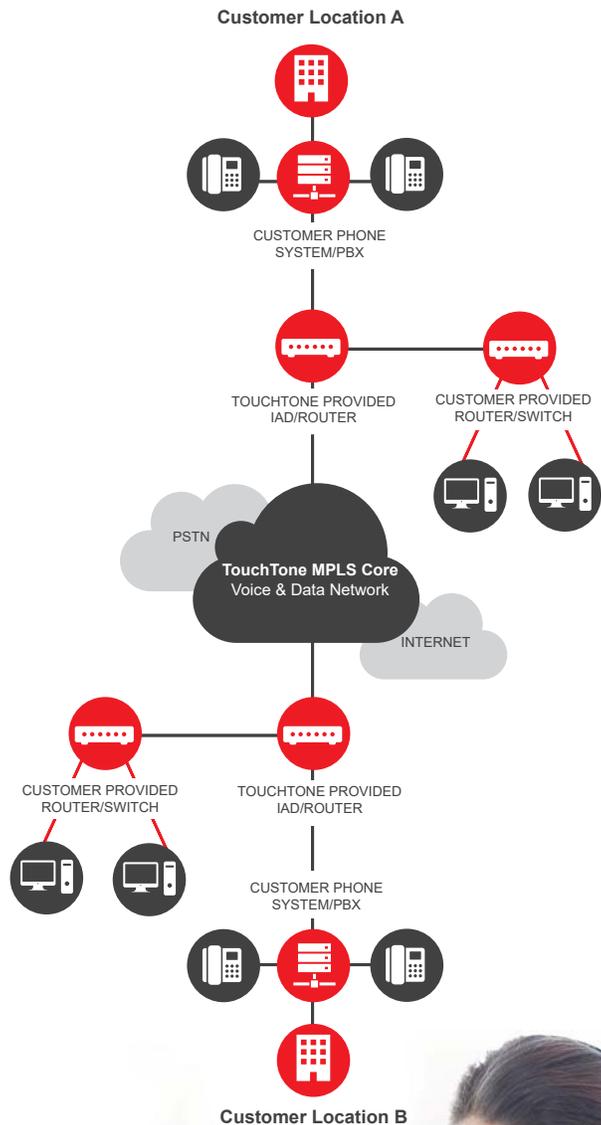
On-Demand Flexibility

Quickly and easily add/remove phone lines, connect new/multiple locations, and increase calling capacity by purchasing additional trunks, or in some cases just upgrading your data connection. Up to 40 channels/T1.



Managed IAD/Router

Improve and streamline how your network operates. A TouchTone managed router provides a complete end-to-end solution including installation, configuration, and monitoring.



Digital PRI Benefits

Business Continuity

TouchTone's Digital PRI service delivers the highest levels of disaster recovery in case of a service outage to provide superior data and voice resiliency and redundancy. TouchTone's IP services provide strict Service Level Agreements (SLAs) to ensure network performance. Multi-carrier network diversity, geographic redundancy, and automatic call routing are guaranteed to deliver high quality voice performance and reliability.

Features

Standard features plus advanced features may be available such as Voicemail, Caller ID, Call Forwarding, Call Waiting, 3-Way Calling, Call Hold, Hunt Groups, Star Codes, and Auto Attendant.

DIDs and Number Portability

Transfer your phone numbers from another carrier to TouchTone, or choose local/enhanced DID numbers in over 26 countries.

Toll Free Numbers

U.S., Canadian and international toll free numbers available. And for customers that require 99.999% up time, TouchTone utilizes multiple carriers and combines both TDM and SIP technology to ensure both quality and guaranteed call termination.

Private Data Transfers

Private data transfers between locations available with Service Level Agreements.

24/7 In-House Support

With in-house, U.S.-based provisioning, engineering, customer service and 24/7 Network Operations Center, you can depend on TouchTone for first-class support.

PRI Settings Supported

NI2, DMS100, and 5ESS



Local PRIs, Digital PRIs & SIP Trunks: What Makes Them Different

A traditional T1/local PRI, a digital PRI and SIP trunking are three ways of connecting a business phone system to the PSTN (Public Switched Telephone Network). While all three serve the same purpose, and that is to make and receive calls, there are considerable differences between the three.

The biggest differentiating factor is that digital PRIs and SIP trunking use the Internet to make and receive calls, and combine voice and data traffic on a single network. Calls are routed through the Internet rather than the PSTN, eliminating the need for costly dedicated voice T-1/PRI circuits and the expensive telecom services that go along with them.



Traditional T1/Local PRI

TouchTone Digital PRI

SIP Trunking

Description

Dedicated line for voice transmission only.

Voice and data transmission - integrates local, long distance and Internet over a single **dedicated private IP** network. Ability to share call capacity across the entire enterprise, including multiple locations.

Voice transmission, data optional. SIP combines voice and data on a single IP network (private or public). Ability to share call capacity across multiple locations. IPSec tunnels available.

Service Type

DID, Long Distance, Local, Toll Free

DID, Long Distance, Local, Toll Free, ITFS

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Capacities

The number of simultaneous calls that can be made is limited to the number of channels that you have.

T1 = 24 channels; PRI = 23 channels. Each channel represents 1 call.

Add/remove lines as needed quickly and easily by calling your provider and purchasing additional trunks, or in some cases just increasing your data connection.

Up to 40 channels/T1.

Add/remove lines as needed quickly and easily by calling your provider and purchasing additional SIP trunks, or in some cases just increasing your data connection.

No minimums or maximums on trunks.

Cost

Per circuit per month (pricing based on location), plus the cost of hardware and installation.

Unlimited local calling and 23/24 channels (per circuit) for inbound, outbound or bi-directional calling.

Per circuit per month (pricing based on location). Managed router/IAD included.*

Unlimited local inbound and outbound calling. Unlimited on-net/site-to-site dialing. Choice of metered/pay per minute or unlimited domestic long distance calling plans.**

Per trunk/channel per month. Choice of metered/pay per minute or unlimited local/domestic long distance calling plans.*

Signaling	T-1: ISDN PRI/CAS	Analog/T-1: ISDN PRI/CAS	SIP
Connection & Integration	Physical connection - each circuit requires a physical connection to the PSTN over a dedicated line (and at each individual location).	Physical connection - IAD/router connects to your existing PBX/phone system over a virtual private and secure IP network.	Virtual connection - SIP connects to your existing PBX/phone system and requires a reliable public Internet connection (bring your own or bundle voice and data).
Features	Contingent on the customer's phone system.	Standard features plus advanced features may be available such as Voicemail, Caller ID, Call Forwarding, Call Waiting, 3-Way Calling, Call Hold, Hunt Groups, Star Codes, and Auto Attendant.	Contingent on the customer's phone system.
Scalability	Per circuit. Scaling requires the installation of a new circuit (23/24 voice channels) and hardware. Cannot add or remove single channels.	Per customer requirements. Purchase only the lines you need rather than a full 23-channel PRI. Dedicated high speed Internet access is available in multiple speeds from 1.5Mbps and up.	Per customer requirements. Purchase only the channels/trunks you need rather than a full 23-channel PRI.
Flexibility	Must plan ahead - circuit and hardware must be installed.	Quickly and easily add/remove phone lines, connect new/multiple locations, and increase calling capacity.	Quickly and easily add/remove phone lines, connect new/multiple locations, and increase calling capacity.
Redundancy & Disaster Recovery	Possible, but rerouting calls to another location comes with a hefty price tag.	For Internet, provides backup connection in case of outage. For voice service provides multi-carrier network diversity and geographic redundancy. Calls are automatically rerouted in the event of power or Internet outage.	For voice service provides multi-carrier network diversity and geographic redundancy. Calls are automatically rerouted in the event of power or Internet outage.
Quality	Guaranteed QoS - PRIs are not subject to the network interference, packet loss and jitter.	Dedicated T-1 provides high Quality of Service (QoS) and Class of Service (CoS) routing and prioritization.	Can figure Quality of Service (QoS) with voice prioritization. Things to consider: bandwidth, latency, packet loss, jitter and delay.
Private Data Transfer Between Locations	Not available	Available with SLAs	Available with private connectivity into TouchTone's network