



# Hosted Voice Service Implementation

## Implementation Options: MegaPath and Customer Responsibility

MegaPath offers four Hosted Voice service implementation scenarios to suit our customers' business needs. This document describes them and what you can expect with each.

### About the Managed Voice Router

Three of the implementation scenarios include a Managed Voice Router. The voice router gives MegaPath Technical Support the ability to optimize and troubleshoot the customer's Hosted Voice service, maximize call quality, customize and shape settings for optimal Voice service performance, and pinpoint the source of issues. Although use of the Managed Voice Router is optional in some instances, without it, responsibility for these diagnosis and control tasks falls to the customer's IT staff or IT vendor.

Voice Services and Equipment	Scenario 1 Fully-Managed Voice & Access with QoS	Scenario 2 Voice & Access, no QoS	Scenario 3 Voice w/ Customer- Provided Access	Scenario 4 "Over-the-Top" Voice w/ Customer- Provided Access & Modem
Hosted Voice Platform	M	M	M	M
Managed Voice Router	M	M	M	C
Switch*	M*	M*	M*	C
IP Phones	M	M	M	M
Monitor and Manage Router & Modem	M	M	M	C
24/7 Tech Support of MegaPath Voice/Equip.	M	M	M	M
Professional Voice Installation	M	Optional	Optional	Optional
Local Network Cabling	C	C	C	C

### Voice Services and Equipment

QoS-enabled Access Circuit & Modem	M	N/A	C	C
Access Circuit without QoS	N/A	M	C	C
24/7 Technical Support of Access	M	M**	C	C

**M** MegaPath-Provided

**C** Customer-Provided, If desired (or their 3rd-party vendor)

N/A Not Applicable

\* Optional. If MegaPath provides the switch, MegaPath will manage it.

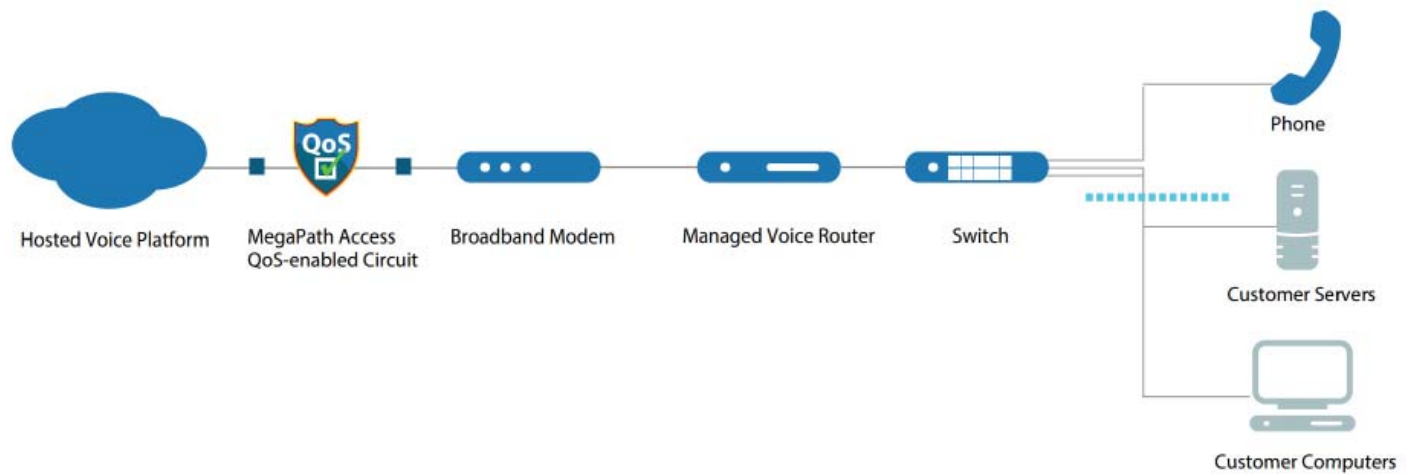
\*\* MegaPath cannot resolve QoS issues caused by 3rd-party access circuits.

For a visual representation of each scenario, refer to the following pages.

## Scenario 1

### Fully Managed: MegaPath Hosted Voice with MegaPath Access and Voice QoS Optimization

MegaPath Provides	Customer Provides:	Advantages:
<ul style="list-style-type: none"> <li>▶ Hosted Voice Platform QoS-enabled Access Circuit; Modem</li> <li>▶ Managed Voice Router</li> <li>▶ Switch*</li> <li>▶ IP Phones</li> <li>▶ Monitoring and management of modem, Voice service and router; 24/7 technical support</li> <li>▶ Professional Voice service installation required; IP phone placement optional</li> </ul>	<ul style="list-style-type: none"> <li>▶ Local Network Cabling</li> </ul>	<ul style="list-style-type: none"> <li>▶ Quality of Service (QoS) guarantees Voice service is prioritized end to end</li> <li>▶ Broadband Modem and Voice Router configured and managed by MegaPath</li> <li>▶ Rapid, accurate troubleshooting of Voice and Access end to end and within customer LAN</li> <li>▶ In case of issues, you can make one call for all your MegaPath services</li> </ul>



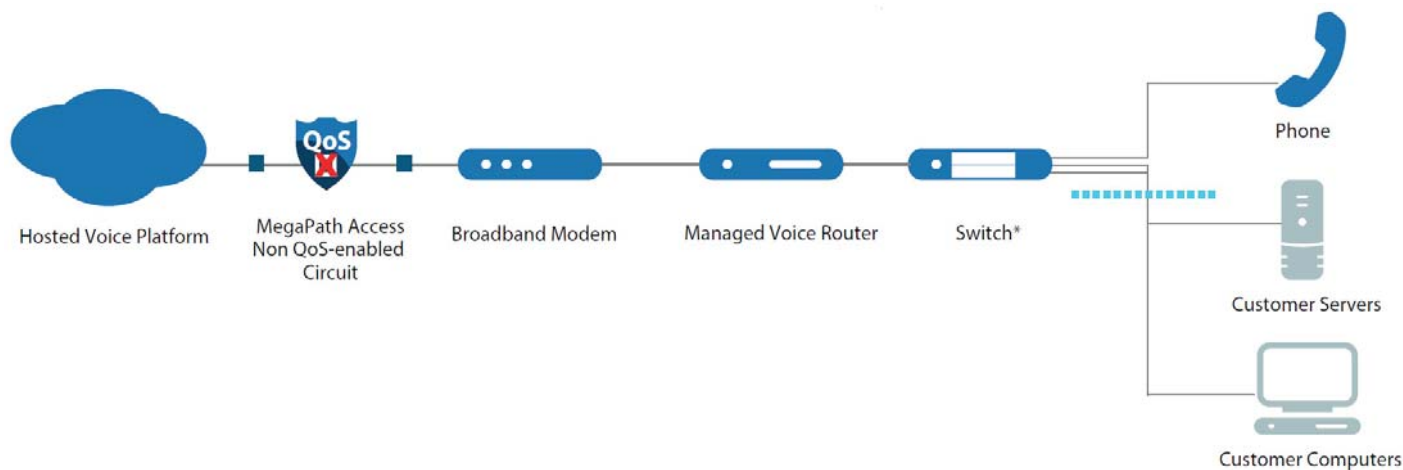
#### Diagram Key

- ➔ MegaPath Provided, MegaPath Responsibility
- ⋮⋮⋮ MegaPath Support Boundary
- ➔ Customer Provided, Customer Responsibility

\* Optional. If MegaPath provides the switch, MegaPath will manage it.

## Scenario 2 MegaPath Hosted Voice with MegaPath Access (Circuit Lacking Support for QoS Optimization)

MegaPath Provides	Customer Provides:	Advantages:
<ul style="list-style-type: none"> <li>▶ Hosted Voice Platform</li> <li>▶ Access Circuit; Modem</li> <li>▶ Managed Voice Router</li> <li>▶ Switch*</li> <li>▶ IP Phones</li> <li>▶ Monitoring and management of modem, Voice service and router; 24/7 technical support (Cannot resolve QoS issues caused by the access circuit)</li> </ul>	<ul style="list-style-type: none"> <li>▶ Local Network Cabling</li> </ul>	<ul style="list-style-type: none"> <li>▶ QoS: Voice prioritized upstream from LAN</li> <li>▶ Broadband Modem and Voice Router configured and managed by MegaPath</li> <li>▶ Rapid, accurate troubleshooting of Voice and Access end to end and within customer LAN</li> <li>▶ In case of issues, you can make one call for all your MegaPath services</li> </ul>



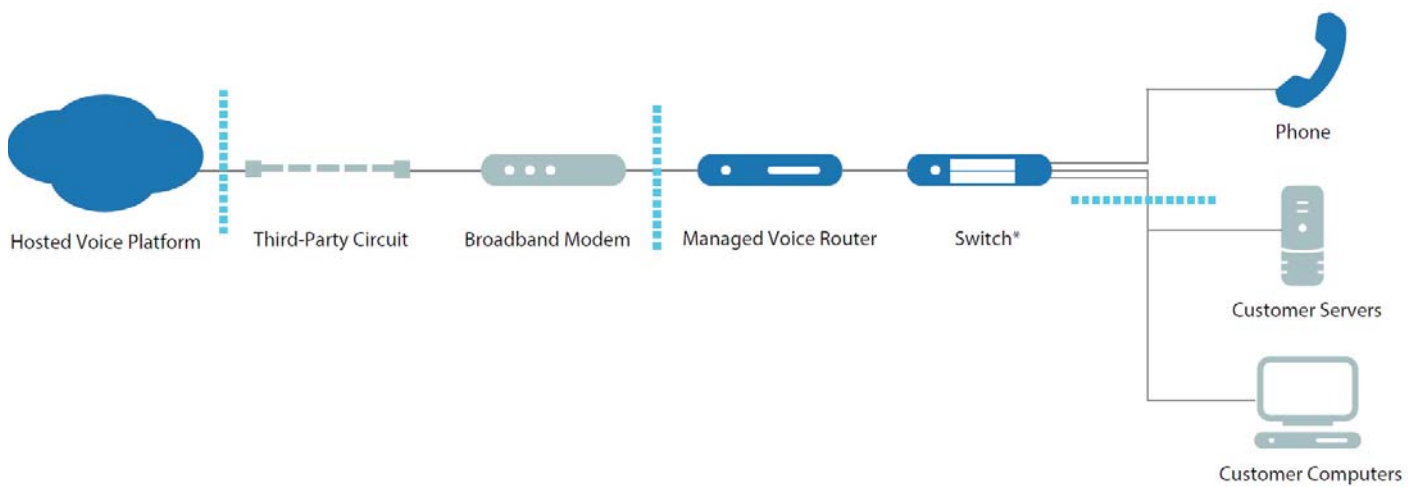
### Diagram Key

- ➔ MegaPath Provided, MegaPath Responsibility
- ⋯⋯⋯ MegaPath Support Boundary
- ➔ Customer Provided, Customer Responsibility

\* Optional. If MegaPath provides the switch, MegaPath will manage it.

### Scenario 3 MegaPath Hosted Voice with Customer-Provided Access

MegaPath Provides	Customer Provides:	Advantages:
<ul style="list-style-type: none"> <li>▶ Hosted Voice Platform</li> <li>▶ Managed Voice Router</li> <li>▶ Switch*</li> <li>▶ IP Phones</li> <li>▶ 24/7 support of MegaPath Voice service and MegaPath-provided equipment</li> </ul>	<ul style="list-style-type: none"> <li>▶ Local Network Cabling</li> <li>▶ Access Circuit; Modem</li> </ul>	<ul style="list-style-type: none"> <li>▶ QoS: Voice prioritized upstream from LAN</li> <li>▶ Managed Voice Router configured and managed by MegaPath</li> <li>▶ Rapid, accurate Voice troubleshooting within customer LAN</li> </ul>



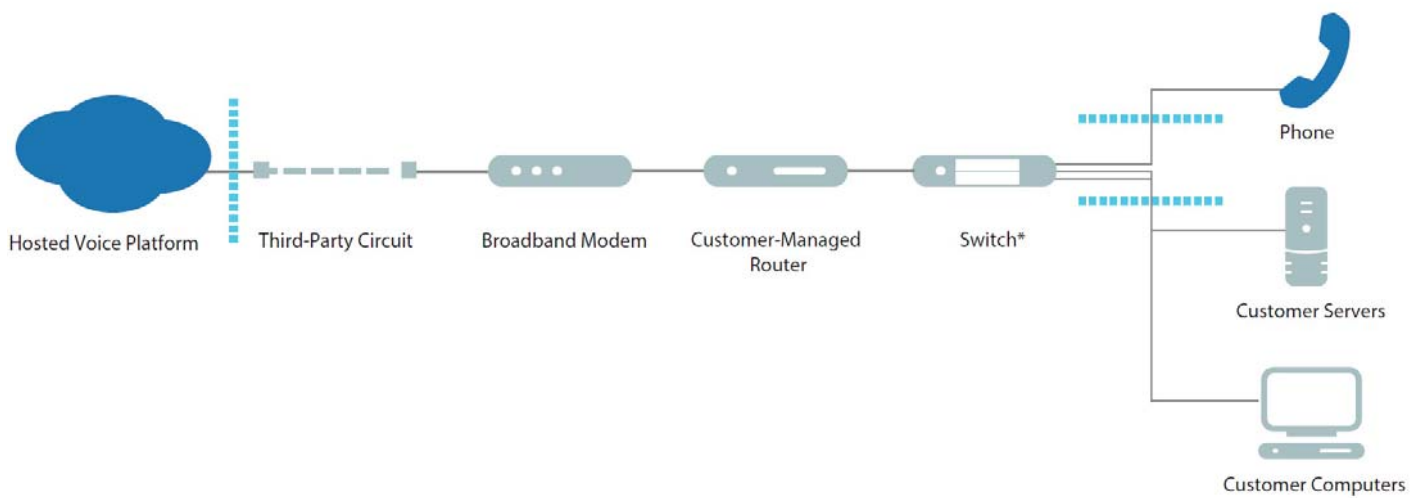
#### Diagram Key

- ➡ MegaPath Provided, MegaPath Responsibility
- ▬ MegaPath Support Boundary
- ➡ Customer Provided, Customer Responsibility

\* Optional. If MegaPath provides the switch, MegaPath will manage it.

## Scenario 4 MegaPath Hosted Voice with Customer-Provided Access and Router ("Over-the-Top")

MegaPath Provides	Customer Provides:	Advantages:
<ul style="list-style-type: none"> <li>▶ Hosted Voice Platform</li> <li>▶ IP Phones</li> <li>▶ 24/7 support of MegaPath Voice service and MegaPath-provided equipment</li> </ul>	<ul style="list-style-type: none"> <li>▶ Access Circuit; Modem</li> <li>▶ Router</li> <li>▶ Switch</li> <li>▶ Local Network Cabling</li> <li>▶ Customer manages the modem and router, fine-tunes how Voice Router works with the Voice service; balances Voice service with other bandwidth needs; troubleshoots issues</li> </ul>	<ul style="list-style-type: none"> <li>▶ Customer maintains total control of network performance, managing all devices and configurations</li> <li>▶ Lowest entry cost to VoIP services</li> <li>▶ Self Install of phones is fast</li> </ul>



### Diagram Key

- ➔ MegaPath Provided, MegaPath Responsibility
- ▬ MegaPath Support Boundary
- ➔ Customer Provided, Customer Responsibility

\* Optional. If MegaPath provides the switch, MegaPath will manage it.