CenturyLink® Managed Office

Data • Voice • Cloud-Based Applications
All in one fully managed solution.
With CenturyLink® Managed Office, we manage your office communications for you. Not only do we manage the hardware and software, but we use cloud-based applications to deliver business services to you over our network. Buying, maintaining, running, and managing your network are no longer a worry. And since our solution is available at a per-seat cost, you can get a predictable monthly budget. Managed Office bundles data, voice, and core business applications with end-to-end management.

CenturyLink Managed Office Essentials bundles the data and voice components of Managed Office (without business applications or a wireless access point) with the same end-to-end management.

### CenturyLink® Managed Office Options:

#### DATA
- Data connection (bandwidth options from 1.5Mbps to 1Gbps—in select areas)
- Internet, Enhanced, or Private Port
- ADTRAN wireless access point
- ADTRAN routers and switches
- Uninterruptible power supply (optional)

#### VOICE
- Hosted VoIP using BroadSoft Broadworks platform
- Polycom IP phones
- Unlimited local and on-net domestic long distance
- Package of off-net domestic long-distance and toll-free minutes
- Manage users/settings online
- Unified messaging

#### APPLICATIONS
- Email, Collaboration & Productivity with Microsoft Office 365
  1. Microsoft Office 365 Business Essential license (online version) which includes:
    - Microsoft® Exchange Online email box (50GB mailbox)
    - Microsoft® Skype for Business web conferencing with HD video, screen sharing and instant messaging
    - Microsoft® SharePoint® Online: 10GB shared, plus 500MB per seat
    - Microsoft® Office Online (create/edit Excel, PowerPoint and Word via a web browser)
    - Anti-malware protection and anti-spam filtering
    - Email archiving, message encryption and protection
    - OneDrive for Business (1TB of personal online document storage per user)
- Web Presence
  - Domain Name Registration and Transfer
- Cloud Backup
  - Online data backup for PCs and Laptops (25 GB per seat)

1. Private Port is not available for Managed Office. 2. Network-based security may be required with Private Port. 3. Wireless access point is not included with Managed Office Essentials.

### Managed Data

Managed Office and Managed Office Essentials include your data connection to the CenturyLink IP/MPLS network, switches and routers—all managed by CenturyLink. Your data connection comes with quality of service (QoS) which prioritizes voice traffic over data (so your calls remain crystal clear).

#### You choose your connection type and bandwidth:

**IP/ethernet:** 3Mbps, 5Mbps, 7Mbps, 9Mbps, 10–100Mbps (in 10Mbps-increments), 200Mbps, 300Mbps, 400Mbps, 500Mbps, and 1Gbps (in select areas)

**DS1:** 2xDS1–4xDS1 (DS1 also available for Managed Office Essentials)

Single-site installations use CenturyLink IQ® Internet Port and multi-site installations use CenturyLink IQ® Enhanced Port. CenturyLink IQ® Private Port is also available for Managed Office Essentials.
Managed Office and Managed Office Essentials include CenturyLink Hosted VoIP service (Premium seat type) and all IP phones. Prior to installation, CenturyLink will survey the location (either on-site visit or by conference call) to determine the type and number of each phone for your business.

Hosted VoIP Service allows you to use a single dial plan for your entire company, even if you’re geographically distributed or have no primary office. You can make calls remotely using your home or mobile phone, and access the same features as in the office.

Our online portal provides administrative access to adjust settings, users, and features. Unified messaging allows users to retrieve voicemail messages by phone, email, or through the user portal. And the Receptionist portal combines the receptionist IP phone with a computer-based choose-and-click operator interface that makes it easy for a receptionist to direct calls to staff, wherever they are.

**Hosted VoIP Equipment (Handsets)**
Hosted VoIP uses phones from the Polycom SoundPoint IP Series and VVX Series, enterprise-grade families of IP desktop phones designed to make voice communications effective and productive. Choose from these phone models:

- Polycom SoundPoint IP 335
- Polycom SoundPoint IP 550/650
- Polycom SoundStation IP 7000
- Polycom SoundPoint IP 650 with Receptionist Sidecar(s)
- Polycom VVX 300
- Polycom VVX 400
- Polycom VVX 500
- Polycom VVX 600

**Off-Net Domestic Long Distance & Inbound Toll-Free Service**
Hosted VoIP service includes a package of off-net domestic long distance and inbound toll-free service based on the number of seats you purchase for your location (up to 10,000 minutes/month).

<table>
<thead>
<tr>
<th>TIER</th>
<th># OF SEATS</th>
<th>MINUTES INCLUDED</th>
<th>ADD. MINUTES†</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8–20 seats</td>
<td>3,000 minutes/month</td>
<td>$0.03/minute</td>
</tr>
<tr>
<td>2</td>
<td>21–35 seats</td>
<td>5,000 minutes/month</td>
<td>$0.03/minute</td>
</tr>
<tr>
<td>3</td>
<td>36–50 seats</td>
<td>7,000 minutes/month</td>
<td>$0.03/minute</td>
</tr>
<tr>
<td>4</td>
<td>51+ seats</td>
<td>10,000 minutes/month</td>
<td>$0.03/minute</td>
</tr>
</tbody>
</table>

† All rates exclude taxes, fees and surcharges.
MANAGED APPLICATIONS

Leverage business applications you need for collaboration, messaging, and more with cloud-based applications loaded with security features.

Email, Collaboration & Productivity
- Microsoft® Exchange Online email box (50GB mailbox)
- Microsoft® Skype for Business web conferencing with HD video, screen sharing and instant messaging
- Microsoft® SharePoint® Online: 10GB shared, plus 500MB per seat

Cloud Backup
- Online data backup for PCs or laptops (25GB per seat)
  (FIPS140-2 service certified with built-in data redundancy for disaster recovery)

Security
- Email protection and continuity (inbound email filtering, policy enforcement and proactive attack detection)
- End-point protection (virus, spyware, spam, web security, phishing, and desktop firewall protection)

YOUR DEDICATED TEAM FOR DESIGN AND DELIVERY

With both Managed Office and Managed Office Essentials, you get a team of experts to help ensure your preparation, installation, and day-to-day experience keep you focused on your core business, rather than the underlying technology:

- **Sales/Sales Engineer:**
  - Explains the solution and its benefits (with the help of a system engineer if needed)
  - Demonstrates the advantages and solutions
  - Completes site surveys and design documents
- **Project Manager (PM):**
  - Works with you to set expectations and aids in completing the install
  - Tracks orders; keeps order dates, service dates, and delivery schedules on time and on budget
  - Manages activation and setup of business applications
- **System Designer:** Works with you and the PM to design the complete solution, including the LAN design
- **Field Engineer:** Installs the service and equipment (CPE) and verifies that you’re able to make calls
- **Managed Office Technical Assistance Center (TAC):** Manages the end-to-end solution and any needed repairs

ONLINE MANAGEMENT (CUSTOMER PORTALS)

With Managed Office and Managed Office Essentials, we manage your entire solution from end to end, but we recognize that you’d like to be able to adjust some things yourself. Our online portals allow you to keep an eye on your service while making adjustments to your service. All three portals are available whether you’re in the office or on the go.

- **Control Center:** Manage invoices and network configuration, view network statistics, and report/track issues.
- **Hosted VoIP Administrator Portal:** Administer your voice services, such as configuring phones, managing users (passwords, phone numbers), and managing hunt groups, group calls, etc.
- **Hosted VoIP User Portal:** Manage your own phone, listen to and configure voicemail, and access call records.

For more information, contact your CenturyLink representative or visit centurylink.com/ManagedOffice