

CenturyLink Voice Services

Networkx Service Overview

High quality long-distance service over our highly reliable fiber optic network

CenturyLink's Voice Services (VS) makes long-distance calling a fundamental component of your Agency's telecommunications solution. No capital investment required. Your Agency can leverage its existing telecommunications infrastructure and equipment at a cost savings. When your Agency deploys CenturyLink's VS as a stand-alone product or integrated with private line/data/IP services, CenturyLink will help your Agency meet its changing communication needs.

Features

- Voice, virtual private network and call routing capabilities are provided by CenturyLink's robust, redundant service control point pairs
- Reliable switch architecture with intelligent network routing
- Fraud Prevention Management System – CenturyLink's advanced fraud systems provide early detection against potential fraud exposure, minimizing the risk to your Agency
- Exceptional customer service
- CenturyLink state-of-the-art fiber network
- CenturyLink's Voice Services features include, but are not limited to:
 - Caller ID – Calling party number will be displayed based on availability as part of the SS7 network and subscribed to at the terminating location.
 - Call Screening for Users – Supports Call Screening COS Restrictions and Code Block
 - Internal Agency Account Code - Provides single stage Project Account Codes and Verified Project Account Codes so that a caller is prompted for the Account Code when a call is dialed.
 - Suppression of Calling Number Delivery - CenturyLink follows the FCC guidelines in honoring the Presentation indicator which provides for suppression of calling number delivery
 - Off-Net Information Calls - Off-net customers will be able to reach their information calls by dialing 1 800-555-1212 for Directory Assistance or through the use a CenturyLink VNS Calling card.
 - Agency Recorded Message Announcements – Your Agency will have the capability of recording and retrieving agency recorded announcements via an on-net number
 - Post Paid Calling Card Limit – Your Agency can order Post Paid Calling with a “spending limit” within a bill period
 - Operator Services - Allows Agency callers to reach English or Spanish speaking operators for domestic and non-domestic assistance, which includes TDD/TTY assistance, call completion capabilities and calling card support

Benefits

- Provides the highest quality domestic and international long-distance service, featuring high availability and call completion rates with consistent call quality
- Provides fraud monitoring for an additional layer of control and security
- Customer service is available 24x7x365 with industry-leading service level agreements
- Features self-healing synchronous optional network (SONET) on a ring architecture with speeds up to 10 Gbps (OC-192)

Contact your CenturyLink Representative today!

Visit GSANetworkx.com and click on “Locate your Account Manager”.
Or contact the CenturyLink Customer Support Office: 866-GSA-NETWorx
(866-472-6389) Email: federal@CenturyLink.com



2011 CenturyLink, Inc. All Rights Reserved. Availability of CenturyLink services varies. Check availability at:

[HTTP://CenturyLink.centurylink.com/legal/docs/availability](http://CenturyLink.centurylink.com/legal/docs/availability).

Not to be distributed or reproduced by anyone other than CenturyLink entities and CenturyLink Channel Alliance members.

How it Works

CenturyLink maintains a national interexchange network infrastructure that combines the use of a traditional circuit-switched platform (Nortel DMS-250) with a next-generation voice services platform (Sonus Networks open services platform architecture). CenturyLink's interexchange carrier network connects to all major serving areas in the United States. CenturyLink's VS calls are transported over the CenturyLink Macro Capacity Fiber Network using integrated, redundant, state-of-the-art architecture that adapts quickly and cost effectively to changing network needs. CenturyLink's VS is supported by Class 4 and 5 switches, and our intelligent self-healing fiber network with 100 percent Feature Group D (FGD) trunking. CenturyLink's VS network is interconnected with international carriers via gateway switches using dedicated transport. The CenturyLink suite of voice products provides your Agency with connectivity within the United States and to over 250 countries. CenturyLink will meet service levels equal to 99.95% availability.

Why Buy from CenturyLink?

- CenturyLink offers a suite of long distance products and features that can be tailored to fit your Agency's needs
- CenturyLink provides the speed, reliability and capacity to bring communication convergence of video, data and voice into your Agency
- CenturyLink's self-healing fiber network provides consistently reliable service
- With our standard dedicated access arrangements, and monitoring of physical interconnections, CenturyLink is able to provide over 99.95% end-to-end availability for your Agency

Other Products Available from CenturyLink

In addition to Voice Services, CenturyLink has an array of other Services to meet your Agency's communication needs, including:

- Audio Conferencing Services
- Web Conferencing Services
- Video Teleconferencing Services
- Toll-Free Service
- Call Center/Customer Contact Center Services
- Voice Over Internet Protocol Transport Services
- Internet Protocol Telephony Services
- Converged Internet Protocol Services

Contract Vehicle

Network Universal & Enterprise

- An overview of CenturyLink's contract is available on the CenturyLink Network Website at <http://www.gsanetwork.com>

Contact your CenturyLink Representative today!

Visit GSANetwork.com and click on "Locate your Account Manager".
Or contact the CenturyLink Customer Support Office: 866-GSA-NETWorx
(866-472-6389) Email: federal@CenturyLink.com

