



CENTURYLINK VOICE COMPLETE®

THE INTELLIGENT PATH TO A SIMPLE CONVERSATION

The transition from legacy services to more efficient, unified communications and collaboration (UC&C) is a journey, not an event.

Your goal is to build a comprehensive, global communications solution that enables your business to improve performance, enhance reliability and simplify enterprise communications management. But designing and executing a simple, scalable solution that utilizes your existing voice assets while you migrate to new technology can be challenging. CenturyLink Voice Complete enables you to easily connect locations using either SIP or TDM. By providing you with resiliency, improved call quality and the freedom to select the UC&C solution of your choice, we aim to enhance your customers' experience and increase workforce productivity.

Business Solutions

Save Time and Money: Flat budgets and strained resources are requiring you to do more with less. You need a way to centralize your voice traffic, share idle call capacity across your global organization, and build in failover protection for unplanned disruptions. CenturyLink Voice Complete enables you to solve for these challenges with a single solution. By leveraging our team of experts to design a customized plan for your communications challenges, you can streamline enterprise communications, drive efficiencies and stretch your budget further.

Establish a Foundation that Enables Growth: Trying to predict the future while managing the present? Don't be forced into a technology migration. With CenturyLink, you're able to utilize existing equipment while adopting integrated UC&C applications for a global workforce. CenturyLink Voice Complete enables you to take a hybrid approach to managing your enterprise communications infrastructure, while our network's flexible design supports the scalability needed to meet changing business demands and adopt new technologies.

Simplify Vendor and Technology Management: It's time to simplify your communications environment. CenturyLink Voice Complete is a comprehensive solution that allows you to consume voice services with a single vendor, contract, pricing model and a unified set of service level agreements for greater accountability.

We provide you with a self-service portal environment to manage service features and your telephone numbers – granting you control without the burden of administrative headaches.

Technical Features / Capabilities

- **Multi-Continent Commercial Model:** Access global service under a single contract with flexible invoicing.
- **Enhanced Voice Solution:** Includes local, national and global calling services with toll free/freephone and optional mobility call-forwarding features.
- **Pooled Concurrent Call Paths (CCPs):** Share idle capacity across the enterprise to reduce under-utilized site-specific trunks.
- **Emergency Services Options Included:** Emergency calling services for end-user service locations are offered within CenturyLink's expansive voice footprint with self-service portal capabilities.
- **Business Continuity and Redundancy Features:** Built-in business resiliency leverages network, telephone number and gateway options, and legacy PRI fallback solutions for comprehensive disaster recovery.
- **Telephone Number Features:** Telephone numbers have built-in virtual local presence and support optional mobility calling.
- **Direct PRI Handoff to Your PBX:** Our network performs signaling conversion so our customers don't have to deploy and manage additional devices or forklift legacy equipment. We support all brands of PBX and key system equipment.
- **Self-Service Customer Portal:** Our real-time interface enables you to control end-user telephone numbers and features, with access to billing, reporting and service management. Assist your organization's traffic, cost, and sales and marketing activity management.
- **Flexible Access:** Option to use the CenturyLink® MPLS/IP VPN services for additional security, reliability and redundancy; CenturyLink® Dedicated Internet Access; or to bring your own bandwidth.

- **Support Multiple UC&C Options:** Our service is certified on multiple platforms, including Avaya®, Cisco® and Microsoft®.
- **Signaling:** Our IP centric network supports SIP and TDM equipment without sacrificing features and benefits.
- **Protocols:** In order to maintain your call quality we use uncompressed G.711 protocol to transport your voice traffic across our network. We also support a wide array of CODECs including G.729 for voice and T-38 for faxing.
- **Cost Predictability:** Voice resource sharing and optional bundled minute pricing plans help you predict and manage fixed and variable usage-based costs

Why Choose CENTURYLINK?

- **Expertise:** Customized planning and expert voice support help you move to SIP at your own pace, and get up and running faster.
- **Lower Total Cost of Ownership:** Leverage pooled capacity and a single solution for both SIP and TDM equipment.
- **Support Future Growth:** Easily adapt your network as your business grows and builds a foundation for UC&C.
- **Ease Administrative Burden:** A less complex and more agile network means less network administration.
- **Increase Reliability and Uptime:** We have access to a secure, end-to-end SIP network, which helps minimize your risk of migration disruption and downtime.
- **Streamline Network Management:** Instead of using multiple PRIs through multiple vendors to achieve global coverage, you can consolidate your vendors and streamline your network.

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