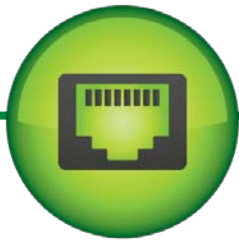


# CenturyLink® Managed Office

Data and voice service with core business 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 provided at a per-seat cost, you 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.



## Managed Data

- Data connection (based on number of seats)
- Internet, Enhanced or Private Port<sup>1</sup>
- AdTran wireless access point<sup>2</sup>
- AdTran routers and switches
- Uninterruptible power supply (optional)



## Managed 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



## Managed Applications

- Messaging & collaboration (Hosted Exchange, SharePoint®, and domain registration)
- Online data backup
- Security (email protection and archiving, end-point protection)

### Managed Office Essentials

### Managed Office

1. Private Port is not available for Managed Office.

2. 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.

### Data Connection

Managed Office and Managed Office Essentials come with either a 10Mbps ethernet connection (8–20 seats) or 100Mbps ethernet connection (21+ seats). For **Managed Office**, you can customize your access type and speed (additional charges will apply): 2xDS1–4xDS1 and ethernet speeds of 3Mbps, 5Mbps, 7Mbps, 9Mbps, or 20–90Mbps (in 10M increments). For **Managed Office Essentials**, you can also customize your access type and speed (additional charges will apply): DS1–4xDS1 and ethernet speeds of 3Mbps, 5Mbps, 7Mbps, 9Mbps, or 20–90Mbps (in 10M increments).

For single-site installations, Managed Office uses CenturyLink IQ<sup>®</sup> Internet Port. For multi-site installations, Managed Office uses CenturyLink IQ<sup>®</sup> Enhanced Port. (CenturyLink IQ<sup>®</sup> Private Port is also available for Managed Office Essentials.) Your data connection comes with quality of service (QoS) which prioritizes voice traffic over data (so your calls remain crystal clear).

### Switches/Routers

CenturyLink manages the following switches and routers. The equipment varies based on the number of seats you purchase:

# of seats	Router	Switch	Wireless Router*
8–20 seats	NetVanta 1335P	—	NetVanta 160
21–24 seats	NetVanta 4430	NetVanta 1234P	NetVanta 160
25–35 seats	NetVanta 4430	NetVanta 1238P	NetVanta 160
36–50 seats	NetVanta 4430	NetVanta 1238P	NetVanta 160
51+ seats	NetVanta 4430	NetVanta 1238P (2)	NetVanta 160

#### Routers



NetVanta 1335P (10M)



NetVanta 4430 (100M)

#### Switches



NetVanta 1234P



NetVanta 1238P

#### Wireless Router\*



NetVanta 160  
Wireless Access Point

#### Uninterruptable power supply (UPS)

If your business needs a UPS, you can rent one through CenturyLink.



Tripp Lite UPS

\*Wireless access point is not included with Managed Office Essentials.

## Managed Voice

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

Hosted VoIP allows you to:

- Have a single dial plan for your entire company even if you're geographically distributed or have no primary office.
- Make calls remotely using your home or mobile phone and access the same features as in the office.
- Be reached wherever you are by setting your phone to ring multiple devices at the same time or in a certain order.
- Adjust administrative settings and users with access to our online portals phone features, settings, etc.
- Access mobility features, such as click-to-dial and call management, using the Outlook/browser toolbar.
- Retrieve your voicemail messages through your phone, by email, or through the user portal (unified messaging).
- Combine the receptionist IP phone with a choose-and-click operator interface on a computer screen that makes it easy for a receptionist to direct calls to staff, wherever they are (Receptionist portal).

With Managed Office and Managed Office Essentials, each seat you purchase includes:

- Unlimited local calling and on-net domestic long distance
- Calling features such as call forwarding, call waiting, 3-way calling, etc.
- Unified messaging (retrieve voicemail messages by phone, by email, or online)
- Personal phone number (direct line)
- Outlook integration (retrieve contact details from your address book and click to dial contacts in Outlook)

### Hosted VoIP Equipment (Handsets)

Hosted VoIP uses phones from the Polycom SoundPoint IP Series, an enterprise-grade family of IP desktop phones designed to make voice communications effective and productive for businesses of all sizes. Choose from these models:



Polycom SoundPoint IP 335



Polycom SoundPoint IP 550/650



Polycom SoundStation IP 7000



Polycom SoundPoint IP 650 with Attendant Console

### 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).

Tier	# of seats	Minutes included	Additional minutes <sup>†</sup>
1	8–20 seats	3,000 minutes/month	\$0.03/minute
2	21–35 seats	5,000 minutes/month	\$0.03/minute
3	36–50 seats	7,000 minutes/month	\$0.03/minute
4	51+ seats	10,000 minutes/month	\$0.03/minute

† All rates exclude taxes, fees and surcharges.

## Managed Applications

Managed Office comes with software to run core business applications such as email, data backup, and security.



## Your Dedicated Team for Design and Delivery

When you purchase Managed Office or 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 Network Operations Center (NOC):** Manages the end-to-end solution and any needed repairs

## 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 are always available and allow you to keep an eye on your service while making any necessary adjustments—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.