



# SUNCOM Hosted VoIP Service

Helping You Deliver Services To Citizens Through Faster Contact and Better Collaboration, Within and Across Agencies

## Manage Your Communications Costs

Governments are experiencing the tightest budget constraints in over a generation – driving the need to provide greater service with ever-diminishing resources. Citizen demand for services is at an all-time high, requiring increased collaboration to improve service delivery. New communication solutions can enable agencies to better serve constituents, by reducing costs and integrating newer technologies with existing infrastructure. SUNCOM Hosted VoIP Service (HVS) can offer a phased approach to deploying new solutions, immediately improving productivity while minimizing capital expenditures and reducing overall costs. SUNCOM HVS is a flat-rated service, allowing you to budget for communications service much more accurately.

## Available Even When You're Not

SUNCOM HVS is a cloud-based as-a-service communications solution, utilizing the extensive features and reach of MyFloridaNet, a statewide MPLS network providing highly-available service to over 4500 locations. Combined with the Local Survivability feature, HVS can provide N-way geo-redundant sources of service, unmatched by a single premises solution. HVS takes the complexity out of voice communications and gives you total control through an easy-to-use Web interface, letting you focus on your constituents' needs and not telecom services.

## Accelerate Your Communications

SUNCOM HVS allows you to accelerate your governmental processes to better serve constituents, increasing communications efficiency through the use of multiple collaborative tools such as:

- VoIP Calling
- Click-to-dial clients for PC and mobile devices
- Voicemail
- Email Integration
- Directory Integration
- Video Telephony
- Intelligent Incoming call features
- Wireline-Wireless Convergence
- Call Centers
- Unified Messaging



## Customizable To Your Changing Needs

SUNCOM HVS is truly a build-as-you-go solution, shrinking or expanding based on service delivery requirements and resource availability. MyFloridaNet provides great flexibility for SUNCOM HVS, allowing easy-to-use relocation of service for temporary teleworkers, or rapid redeployment in case of disaster – users and phone numbers can be placed in an inactive state during fair weather, and quickly activated to meet the needs of an Emergency Operations Center, should they arise.



## Summary

Contending with rapidly changing technology, budget shortfalls and increasing citizen demands, state and local governments need rapid, efficient and collaborative communications. SUNCOM HVS can support state and local government with new ways to streamline operations, reduce costs, increase productivity and enable the power of real-time responsiveness.

## SUNCOM Hosted VoIP Service

### At A Glance

- Flexible & scalable converged voice & data service that can easily grow with your needs
- Leverages the MyFloridaNet, the State of Florida's dedicated MPLS Internet Protocol (IP) platform provided by AT&T – voice & data use the same network, driving greater bandwidth utilization & delivering dramatic cost savings
- Web portal easy-to-use graphical interface provides total control of your communications
- PBX-equivalent telephony features, unified messaging, Microsoft® Outlook integration, teleworking & video support provide fully converged communications
- Bundled local & domestic long distance calling, including 3,000 free minutes of nationwide long distance per subscriber line per month
- Local survivability enhances disaster recovery & COOP plans
- Basic & advanced call center application integration

### Easy to Order

The SUNCOM Hosted VoIP Service is available via CSA from the State of Florida Contract DMS 06/07-086.

# SUNCOM HVS Feature Packages

## Basic Features

- ◆ Blind Call Transfer
- ◆ Call Forwarding
  - Always/Busy/NoAnswer
- ◆ Call Forward Not Reachable
- ◆ Call Intercept
- ◆ Call Log (Missed, Received, Dialed)
- ◆ Call Return
- ◆ Call Screening by Digit Pattern
- ◆ Call Trace
- ◆ Call Transfer w/Consultation
- ◆ Call Waiting
- ◆ Calling Line ID Blocking per Call
- ◆ Calling Line ID Delivery
- ◆ Direct Inward Dialing
- ◆ Direct Outward Dialing
- ◆ Do Not Disturb
- ◆ Extension Dialing
- ◆ Feature Access Codes
- ◆ Flash Call Hold
- ◆ Hunt Groups
- ◆ Last Number Redial
- ◆ Local Mode Indicator (Survivability)
- ◆ LDAP Directory Integration
- ◆ Music-on-Hold per workgroup
- ◆ Three-Way Calling
- ◆ **3000 minutes of Domestic LD/user/month**

## Enhanced Features (includes all Basic features)

- ◆ Alternate Numbers
- ◆ Auto Attendant
- ◆ Auto Callback
- ◆ Busy Camp On
- ◆ Busy Lamp Field/Direct Station Select
- ◆ Call Forwarding Selective
- ◆ Call Notify
- ◆ Call Park
- ◆ Call Screening by Digit Pattern
- ◆ Call Transfer w/Recall
- ◆ Consultation Hold
- ◆ CommPilotExpress (incoming call treatment profiles)
- ◆ Directed Call Pick-Up w/Barge-in
- ◆ Distinctive Alert/Ringing
- ◆ Diversion Inhibitor
- ◆ HVS Assistant toolbar
- ◆ Priority Alert/Ringing
- ◆ Privacy (directory visibility, phone status)
- ◆ Push-to-Talk (Intercom)
- ◆ Remote Office
- ◆ Sequential Ring (Find me/Follow me)
- ◆ Selective Acceptance/Rejection
- ◆ Shared Call Appearance
- ◆ Simultaneous Ring
- ◆ Speed Dial 100
- ◆ VoiceMail/Unified Messaging

## VoiceMail-Only Features

- ◆ VoiceMail only access.
- ◆ 30 minutes storage, 15 day aging
- ◆ AutoAttendant Dial-by-Ext Integration
- ◆ Direct-Inward-Dial number included
- ◆ Busy and NoAnswer Greetings
- ◆ 0-out and CarbonCopy available

## Optional Features

- ◆ Call Center subscriber (Basic, Standard, Premium)
- ◆ Call Center Desktop client (Agent, Supervisor)
- ◆ HVS Anywhere (Fixed-Mobile Convergence)
- ◆ HVS UC Fax (receive faxes in VMbox)
- ◆ Instant Group Call
- ◆ Microsoft OCS Support
- ◆ Hoteling
- ◆ Account Codes/Authorization Codes
- ◆ PC-Based Receptionist application

