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Switching to Hosted Voice



ADVANTAGES OF HOSTED VOICE

Hosted Voice, also known as Hosted VoIP, allows your business to make phone calls using the same broadband connection you use to connect to the Internet.

Fusion Connect offers everything you need including broadband connectivity, IP phones, calling plans, advanced calling features, and Unified Communications tools for a complete, unified Hosted Voice system that supports a single office or multiple locations nationwide.

For business that currently rely on traditional phone services and system, Hosted Voice offers significant cost savings, superior flexibility, and advanced functionality. Despite these advantages and others, many businesses have held back from switching only because they anticipate a challenging transition process.

Fortunately, Fusion Connect has taken the pain out of switching with a unique level of simplicity and convenience that ranges across the entire process from an easy purchasing experience and flexible, fast installation options to ongoing 24/7 customer support.

10 WAYS FUSION CONNECT MAKES IT EASIER TO SWITCH TO HOSTED VOICE

Making a change to your business communications system takes a bit of time and effort, but it doesn't have to be a hassle.

With Fusion Connect on your side, there's never been a better opportunity to give your business the advantages of Hosted Voice.

1. Easy Purchasing Experience

Our voice experts guide you through the process of selecting the service plan, value-added features, and phones that fit your business's unique needs. With Fusion Connect Hosted Voice, you can bring your own broadband, or get guaranteed voice Quality of Service (QoS) when you choose one of our services including T1, Ethernet, or Fiber. To transfer your current phone numbers, you can call our Voice Implementation team or submit the request yourself on our easy-to-use portal.

2. Lower Costs

Because phone system functionality is hosted on Fusion Connect network, there is no Key System, PBX, IP-PBX, Centrex, or other costly phone service or system to subscribe to or maintain. That's a huge savings in time and money, and it means that you'll never outgrow your system. All you need is a broadband connection, phones, and a voice-capable router.



3. Around-the-Clock Service and Support

The Fusion Connect customer service team works 24/7/365 to support and serve all of our customers. You get access to this around-the clock support regardless of how many seats you purchase, so you can rest assured we'll be here to help.

4. Unlimited Calling Plans

Unlimited calling plans are included with our packages and eliminate costly and unpredictable long-distance bills. Plans are available for nationwide or international calling. Company-wide shared minute calling plans are also available, starting as low as 500 minutes per month.

5. Rapid, No-Hassle Deployment Options

Fusion Connect offers simple, flexible options for getting your service installed.

- **Self-install.** With our self-install option, you can use your own resources to deploy voice at your locations and be up and running in about a week.
- **Professional install.** For customers that prefer a hands-off installation,

Fusion Connect offers a fully-managed installation. With this option, Fusion Connect assigns a dedicated project manager and an onsite technician to oversee your voice implementation, start to finish.

6. Broadband Choice and Call Quality

Although you can choose to keep your existing broadband service, we guarantee true voice Quality of Service (QoS) when you combine Hosted Voice with our broadband service. When you purchase Fusion Connect Hosted Voice and Fusion Access, we can prioritize voice calls over other data for crystal-clear call quality.

We offer a full range of cost-effective business broadband technologies reaching symmetrical speeds up to 10x10 Gbps.

All our services are backed by a high-performance nationwide network and reliable customer service. Our Service Level Agreements include a 99.99% guaranteed uptime for connectivity services like Fiber, Ethernet and T1.

7. Intuitive, Self-Service Management

Hosted Voice is far easier to manage than an onsite Key System, PBX, or IP-PBX. Unlike a traditional premises-based system, moves and changes don't require you to rewire a telephone closet and scalability is limited only by your broadband capacity. Because functionality is hosted in the cloud, your voice admin can manage your phone system from any location. They can even order new services through a secure and easy-to-use web portal. Best of all, your users can manage most features themselves.

Fusion Connect offers powerful online voice management tools for users and administrators alike.

- **Voice Manager.** Place calls, listen to voicemail, and manage call routing and other settings on an easy-to-use Web portal. Users can access Voice Manager using a desktop computer, tablet, or smartphone. Calls placed via Voice Manager use your VoIP phone number and your company's calling plan.
- **Admin Portal.** Ordering, implementation, and service management are easy. Our sales and support representatives can be contacted over the phone, chat, or use self-service capabilities available in the customer portal. Admins can manage all users across all office locations, from virtually any device. No need to tie up your IT department or keep telephony specialists on staff. Chat with support; manage support tickets; port phone numbers from your previous provider; order new service and phones; access calling records; and pay your bill.

8. More Than 50 Easy-to-Learn Features. Plus, Free Training

Fusion Connect Hosted Voice comes standard with over 50 features that increase efficiency and improve communication with customers and colleagues. To ensure wide spread adoption and a smooth transition, we provide free customizable user and admin training to help employees get the most out of Hosted Voice. Popular features include:

- **Find Me / Follow Me.** Define how incoming calls are routed or forwarded to individuals or groups of inbound callers, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.
- **Visual Voicemail with Transcription.** Receive a copy of your voicemail messages as audio file attachments or as a transcribed message delivered to your inbox, and easily review, respond to, or forward messages even while attending another call.
- **Voice Manager.** Make and receive phone calls, change routing, and turn features on or off as needed, with a single click. Accessible on your smartphone or PC.
- **Anywhere Portal.** Get one-number calling from any device. Your calls appear to originate from your VoIP number and all of your calls are routed through your Hosted Voice interface. Make or take calls using your desk phone, conference room phone, computer softphone client, or smartphone. Move a call from one device to another without disconnecting the call.

9. Mobility Solutions for a New Generation of Business

Today's fast-paced, highly mobile work style frequently extends beyond the confines of a traditional office. Fusion Connect Hosted Voice offers affordable, scalable solutions for a range of business needs, including:

- Constant connection with clients, colleagues, partners, and others
- Remote offices and telecommuters
- Secure remote access to corporate applications and data
- Home-based workforce

Fusion Connect Hosted Voice with Unified Communications is designed to keep everyone connected on one system regardless of location, including central

and remote offices and travelling and work-from-home employees. Keep everyone in touch using your business Hosted Voice service and these features:

- Unified Communications complements voice calling with real-time collaboration and conferencing tools. Improve productivity and mobility with features like video calling, IM and Presence, and online conferencing (including desktop sharing and guest access via web browser), integrated into a single application. Works with popular operating systems and devices including Windows PCs, Mac OS X, iPhone, iPad, and Android smartphones and tablets.
- Fusion Anywhere turns any device —desk phone, smartphone, or home phone—into your business phone, using your Hosted Voice business number and calling plan.
- With Find Me/Follow Me, you define how incoming calls are routed or forwarded, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.
- Voice Manager is a simple-to-use Web application that gives users the power to change routing, turn features on or off, and make and receive phone calls.



10. Disaster Recovery Protection

Choosing Hosted Voice is one of the easiest ways to protect your business from sudden disruptions such as power outages and natural disasters. Because voicemail, call processing, and advanced features are hosted on our network, they remain available even if something goes down at your business location. This means that even if nobody in the office can receive calls, callers never hear a fast busy signal.

Voicemail will continue to function and messages can be retrieved remotely. Employees that have Internet access can immediately use their softphone for calls or forward their calls to another phone, allowing voice communications—and business—to continue virtually uninterrupted.

If a Hosted Voice auto attendant is in use, it will continue to function as an automated receptionist, and the outgoing message can be quickly reprogrammed from anywhere to give up-to-date information to callers.

SWITCH NOW

Well over 80% of US businesses use VoIP in at least one location. Due to the abandonment of the traditional phone lines, copper landlines are now fading into history, either replaced by optical fiber as they breakdown or simply no longer serviced. VoIP has become the new default backbone for business communications.

Consider switching to Hosted Voice to lower costs, simplify voice system management, and enjoy advanced features that help your business work smarter and stay agile.

¹ Source: Global News Wire



THE FUSION CONNECT ADVANTAGE

ENABLING THE CONNECTED ENTERPRISE

Optimize your business communications, costs, and continued collaboration from any place or device, with crystal-clear quality. Securely connect your business locations and remote workers.

LEADING-EDGE TECHNOLOGY

Fusion Connect's optimized platforms leverage leading technologies, meaning seamless integration of solutions across your virtual and fixed technology platforms.

DEDICATED SUPPORT TEAM

Our 100% U.S.-based expert tech support is available 24/7 to keep your business online and available regardless of the situation.

Visit www.fusionconnect.com to learn more.

Or, contact a Fusion Connect Business Consultant today at **888-301-1721**.

