What happens to my phones if the Internet connection goes down?

With a traditional phone system, all call processing hardware is locatedon-site, along with handsets, call recording equipment, voice-mail servers, automated attendant, call center functions, voice circuits, and music-on-hold sources. In the event of an unforeseen disaster such as a fire, flood, tornado, tsunami, earthquake, power outage, hardware/software failure, underground/aerial digging, or any other possible scenario that can disrupt a business, you can and will be prevented from receiving and making calls.

Can your current phone system survive a natural disaster?

More importantly, can your business operate without receiving and making calls? In the unlikely event that it can operate, that probably won't last long. Do you have a written Service Level Agreement (SLA) guaranteeing that service will be up and running without interruptions?

If your business' phone system relies on your Internet connection for dial tone, it definitely stands to reason that if you lose your Internet, you'll lose your dial tone as well. Even if your Internet connection is up, and there's a problem with it, your phone service may not work properly if your company is using VoIP.

So the big question is: *how do companies secure uptime when the Internet goes down?*

The connection could drop for any number of reasons:

- Internet service provider or carrier problems
- Issues with the local loop wiring
- An accident that takes out a pole or two
- Local office network equipment failure
- And more…

Promote Readiness. Prepare Your Business

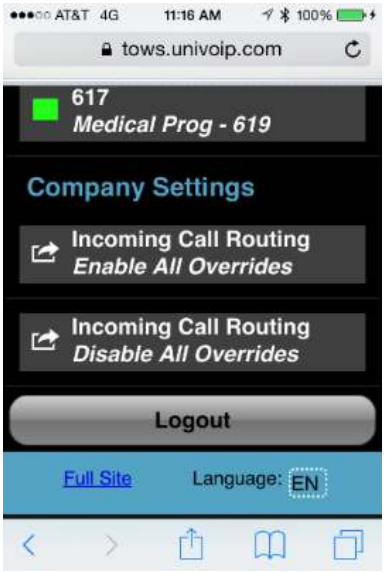
1) SURVIVABILITY

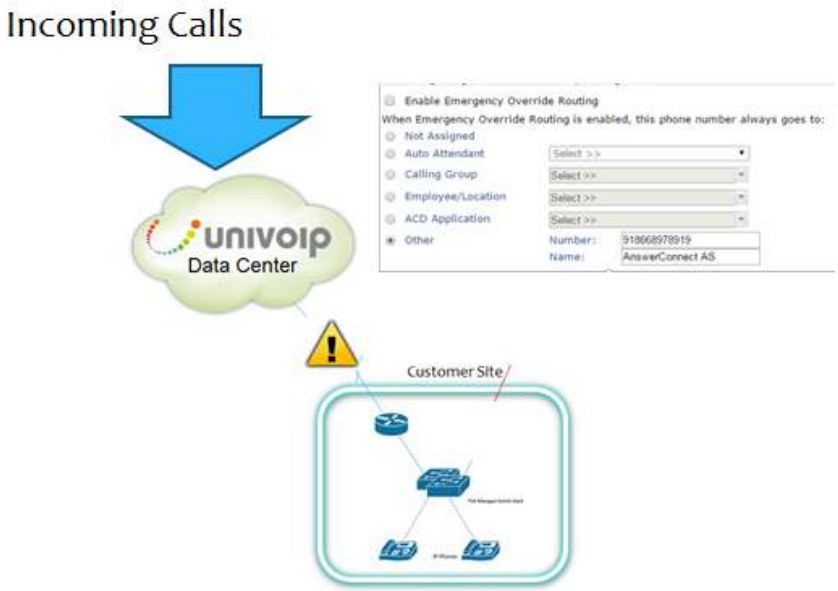
In the secured cloud-based solution, call processing, call recording, voice-mail servers, automated attendant, and music-on-hold sources are located in highly available (HA) data centers. These data centers are connected, offering full geographical redundancy and ensuring that UniVoIP's solutions are configured with multiple levels of resiliency. With survivability and business continuity for districts, businesses are guaranteed peace of mind when experiencing outages, failures, disasters and/or human error.

Since service functionalities, including a customer's main menu (automated attendant), voice-mail, greetings, call groups, contact center, reporting and call permissions are hosted in secured and redundant data centers, those functionalities are fully maintained even if a business' local office loses its power or Internet connection. Inbound callers will still reach the main phone greeting and can access menu options, as these functionalities are not hosted at the location of the lost power or Internet service. If they dial an employee's extension, UniVoIP's service will automatically route that call to the individual user's cell phone to ensure all calls are still handled appropriately.

Automatically forward calls in real time to designated mobile phone numbers if your Internet service fails.

UniVoIP supports various failover options from which some of them can be fully controlled by the customer based on his or her preferences.





Whether failover options are set up ahead of time or not, users have the ability to login via a web portal and implement necessary changes as needed and without any assistance. Changes can be made in advance, instantly and/or can be done from a cell phone via Internet connection, WI-FI at a local coffee shop, or anywhere else where Internet is readily available.

In most instances, UniVoIP's cloud service communicates with desk phones/IP phones on the customer's end. If an inbound call does not reach its targeted device, the call is automatically handed over to a different designated device or phone number. With nearly everyone carrying a cell phone these days, the most common option is to re-route inbound

business calls to someone's cell phone (or a number of cell phones). This functionality ensures that the majority of inbound calls can still be answered in the case of an Internet circuit or power outage at the business location; hence your ***Business Continuity Plan*** solution.

Prevent your customers from hearing an "All circuits are busy" message. With the survivability feature inherent in the UniVoIP solution, your customers may never even know that you had an outage.

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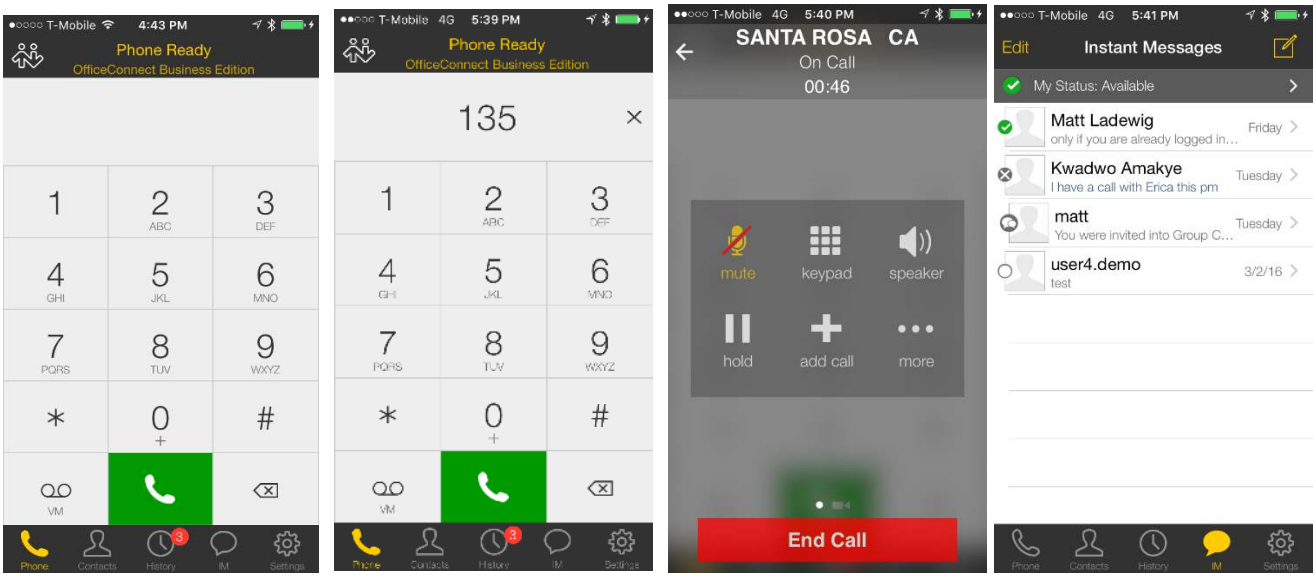
2) MOBILITY

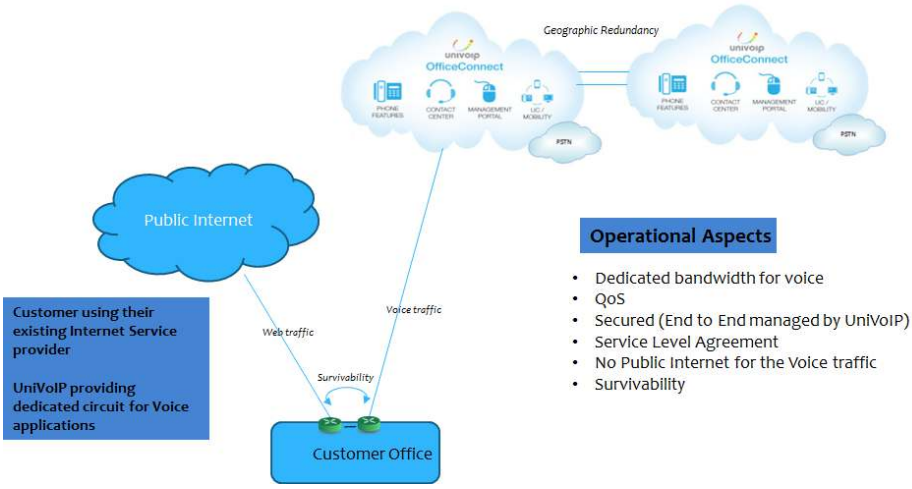
In the case of Internet loss at the office, all you have to do is plug your IP phones into a functioning Internet service at a remote location that was not impacted by the unexpected occurrence. Service, features and functionalities will resume per usual as if there was never an issue.

If you cannot connect your IP Phones at a different location, UniVoIP offers softphone capabilities on smartphones (iPhone and Android). This option leverages smartphone data capabilities, such as making and receiving business calls, call transfer, conferencing, call recording, Instant Messaging, Telephony presence and more.



3) DEDICATED CIRCUIT OPTIONS

Relying on a separate circuit for your voice traffic is a popular solution to the potential problem of losing your phone service if your Internet connection goes down. One circuit provides service to the IP phones and the other provides service to the computers. If the circuit that is supporting your phones goes down, the system can automatically switch to the Internet access providing service to the computers; this ensures that there's no interruption in voice traffic.

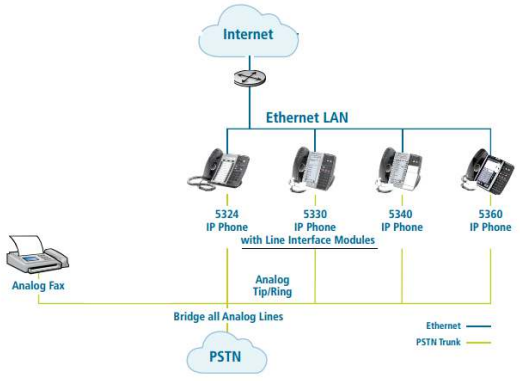


Having what are essentially redundant circuits will increase your Internet connection costs. You will have to determine how important this redundancy is to your business as well as how vital it is that you never lose your phone service.

Fact: *A dedicated voice circuit uses 100 kilobytes per second (Kbps) per concurrent call.*

4) ANALOG LOCAL LINES

UniVoIP offers the ultimate survivable solution with the Mitel Line Interface Module (LIM). LIM is a discreet component that plugs into the back of your Mitel 5324, 5330, 5330e, 5340, 5340e, or 5360 IP Phone for local access, emergency dialing and guaranteed survivability. With it, voice communication automatically and transparently defaults to a public switched telephone network (PSTN) analog line if the IP service is disrupted. This allows users to continue to make and receive calls and works as a convenient solution that enables users to have local calling capability and access to local emergency services. Line Interface Module is, in essence, a low-cost disaster recovery solution for converged, mission-critical environments of any kind.



Key Features

- Selection of either local area network (LAN) or PSTN from a single desktop device
- Call ability to local emergency services
- Privacy mode option in shared analog line scenarios
- Connection to an analog trunk that allows users to make and receive calls
- Analog mode supports basic phone operation, handset and dial pad functionality

5) 99.99% UPTIME SLA GUARANTEE

UniVoIP is committing to a 99.99% Service Level Agreement. The target available time for the Services provided to the Customer is equal to 99.99% of the time in a calendar month. Availability is calculated by dividing the measured available time by the total time in a calendar month, expressed as a percentage

The Bottom Line:

Don't take the Risk! The Cost of System Downtime Increases Exponentially.

If you have been considering switching your business telephone service to Cloud-based VoIP but have hesitated because of concerns about losing phone service due to Internet failure, this concern should not keep you from making the switch. With any of the three discussed strategies in this article, you can ensure uninterrupted telephone service for your business – and reap the many potential benefits that VoIP has to offer. It's crucial that your business can keep its doors and lines of communication open. It could mean the difference between keeping your customers or closing your doors for good.