

Level 3 VoIP Integrated Access FAQ

1. What is the Level 3[®] VoIP Integrated Access service?
 - Our VoIP Integrated Access service connects customers with legacy TDM-only PBXs to Level 3's VoIP network over one or two T-1 connections.
 - Bandwidth can be dynamically allocated between voice and Internet access.
 - Level 3 manages the necessary equipment to make the conversion from TDM to VoIP.
2. What is included?
 - Dedicated Internet Access
 - Local, long distance, 911
 - Configurable from 5 to 24 voice lines
 - Feature packs for POTS, Customer Local Area Signaling Services (CLASS) and Mobility
 - End-user portal to manage configuration changes
3. What additional elements need to be ordered?
 - Local loop
 - Long-distance call plan (use switched rates)
4. Who is the targeted end-user customer?
 - Single-site businesses with 50 to 100 seats and no plans to move to an IP PBX
 - Target customer has a need for 16 to 24 voice lines
5. Where is it available?
 - In all 116 of our U.S. markets
6. When is it available?
 - February 4: selected pilot agents
 - March 4: all agents
7. How does the offering fit within Level 3's service strategy?
 - The service is designed to fill a gap at the low end of our service set by offering a converged solution for customers that ideally represent a larger opportunity, but need a specific solution for one or more of their smaller locations.
 - For single-site customers in multi-tenant buildings, we believe the service has potential to address additional on-net demand where a given location has other green services opportunities.
8. What's the difference between the Integrated Access service and the Level 3[®] Network based Enterprise VoIP or the Level 3[®] Enterprise IP Trunking services?
 - The service is for small to medium customers with legacy TDM PBXs.
 - The Enterprise IP Trunking service is for medium to large customers with IP PBXs that want to manage their network infrastructure.
 - The Network-based Enterprise VoIP offering is for medium to large customers who want a managed solution from Level 3.
9. Who can sell it?
 - The VoIP Integrated Access offering is available to Level 3's indirect channel only.

10. How is it priced?
 - Base MRC: Covers the cost of the Level 3[®] Dedicated Internet Access and base voice services
 - Concurrent-Call MRCs: Covers the cost of 5 to 24 voice lines
 - Feature Packs: MRC per DID
 - Level 3[®] Switched Long Distance service: Usage per minute
11. What is the plan for legacy services?
 - Legacy services, iConverge, IVAD and the legacy Broadwing Integrated Access services will not be available for new sales on February 4.
12. What is Partner training plan for the VoIP Integrated Access offering?
 - A new training module will be posted on Business Partner University at the end of February.
13. What marketing materials are available for VoIP Integrated Access?
 - A service datasheet is available and is posted to the Level 3 Business Partner Portal.