

# Voice Network



**As always with TelePacific, you get:**

- ▶ 24-Hour Technical Support
- ▶ Toll Fraud Monitoring
- ▶ Commitment-based Purchasing Power
- ▶ Voice and Data Service Level Agreements

### Facilities Based

A deployment of six Lucent 5ESS® switches allows TelePacific to serve more than 15 markets in California and Nevada with feature-rich local voice services, interstate long-distance services and international long-distance calling.

### Customer Satisfaction

According to the Automatic Reporting and Information Systems Report, the Lucent 5ESS leads the industry with a six 9's rating of reliability or 99.9999% uptime. The Lucent platform provides virtually uninterrupted call completion.

Call processing in the 5ESS is performed in Switching Modules so there are no central bottlenecks restricting call-handling capacity. In addition, TelePacific is able to handle hardware and software upgrades without disrupting your service.

Software is used to automatically detect hardware faults and to remove faulty equipment from service. The switch automatically reconfigures to prevent loss of service, and simultaneously notifies TelePacific personnel of the location and the nature of the fault.

### Proactive Operations Support

Highly skilled technicians monitor TelePacific's Network Control Center 24 hours a day, 7 days a week, to provide customers with the highest levels of service.



*A robust network with exceptional service levels allows TelePacific to provide its customers with the most reliable voice service available.*

 Lucent 5ESS switch locations

Bell Labs  
Innovation  
From



Lucent Technologies

## Full Suite of Voice Services

### Local Service

#### Basic business lines and trunks

Whether you use a key system or a PBX, need fax and modem lines, or just plain old telephone service, TelePacific's business lines provide the connectivity you need.

#### Feature-rich lines

Increase employee productivity and enhance customer communications with advanced calling features like Remote Access to Call Forwarding and Caller ID.

#### Digital SuperTrunks (T1)

Bring the power and performance of high-speed digital networking to meet the needs of today's business. The high capacity, end-to-end digital voice connection allows for 24 simultaneous calls.

#### Voice Only PRI

TelePacific's Voice Only PRI offers you one circuit with 23 separate voice lines. The 24th channel allows for faster connects and disconnects on calls, which saves time and money. With Caller ID get visibility to inbound caller information for call screening and screen pop-up applications.

#### Local number portability

Move to the TelePacific network and retain your existing telephone numbers.

### Long Distance Service

#### Competitive domestic rates

Subscribe to commitment-based plans and receive discounts on selected services and usage rates. These plans offer additional savings on monthly recurring charges, aggressive local and long distance rates and 4-digit billing (available on certain plans). Long distance rates are as low as 1.9¢ a minute.

#### International calling

Terminating to more than 240 countries offering rates as low as 4¢ a minute to the UK and Canada.

#### Conference Calling

With our free web-scheduled and reservation-less options, conference participants can join in for the price of normal calls. And premium web-scheduled 800 service costs just 16¢ a minute. Simply log on to [telepacific.com/connect](http://telepacific.com/connect) and follow the easy instructions.

#### Fax to Email

Access your faxes anywhere you access your email. There are no busy signals when people try to send you a fax, and confidential faxes go straight to your email box.

#### Additional Services

Toll free lines, calling cards and voicemail are available.



## Integrated Services

Converge voice and data over one managed service connection and eliminate the need for separate access for both.

## World Class Customer Experience

- ▶ TelePacific provides a level of service to all its customers that is typically only given to the largest corporate accounts.
- ▶ TelePacific understands the customers we serve and provide support to help you understand the latest issues that affect your business communications.
- ▶ With local consultants, service, support and facilities, we develop solutions, provision services and provide customer service where you do business.
- ▶ TelePacific won't keep you waiting. On average, 95% of calls to customer service are answered within 30 seconds. Customer care issues are resolved on the first call more than 93% of the time.