



## REAP THE BENEFITS OF VOICE-OVER-IP TECHNOLOGY TODAY WITH GLOBAL CROSSING ENTERPRISE VOIP SERVICE™

Global Crossing's Enterprise VoIP Service™ delivers carrier-class quality, reliability and security for maximum savings on overall telephony costs, reducing total cost of ownership. Unlike voice services based on public Internet transport, VoIP packets on a fully interoperable voice network receive highest priority on the private IP backbone, translating into consistent and predictable carrier grade call quality - guaranteed.



### GLOBALCROSSING VOIP ON-NET PLUS™

Connect locations to Global Crossing via a dedicated facility, and send IP- or TDM-originated voice traffic for on-net completions without traditional or international long distance charges. Use the same connection for off-net call completions to the public switched telephone network, which provides IP gateway functionality. Benefit from on-net VoIP based audio conferencing services that eliminate toll free access charges when conducting audio conferencing sessions. Managed router services, call detail records (CDRs), network-based dial plan management, and performance tracking are available.

### GLOBAL CROSSING VOIP OUTBOUND™

Global Crossing accepts enterprise outbound IP voice traffic for national long distance and international long distance calling to more than 240 countries worldwide. The IP voice traffic is transported across Global Crossing's private VoIP platform for completion via the local public switched telephone network. Full call detail records are provided and Global Crossing-provisioned and managed router services are available.

### GLOBAL CROSSING VOIP LOCALSERVICE™

Global Crossing provides local origination for nationwide local numbers (DDI/DID) through a single IP point of interconnection. This service eliminates traditional time division multiplexing, private line and foreign exchange service fees by providing a single IP connection alternative that can support all originating markets services by Global Crossing. Emergency Services in the United States, (E911), are supported. Traditional telephony protocols, such as CAS T1 and PRI, are also acceptable interfaces that provide a unique way to support distant regions and simplify migration concerns.

### GLOBAL CROSSING VOIP TOLL FREE™

Global Crossing accepts originating TDM based Toll Free traffic from the public switched telephone network covered under the North American dialing plan, converts it to IP for transport across Global Crossing's private VoIP platform for IP completion to your locations within the U.S. and Canada. Enhanced routing capabilities, SMS emergency routing and termination overflow are a few of the toll-free service features available.



## FEATURES

### MULTIPLE ACCESS METHODS

Global Crossing's IP VPN Service™, Dedicated Internet Access, or third-party public Internet access for those applications or locations that do not require Private IP network connectivity. Traditional TDM dedicated access connections can be handled on certain VoIP services.

### SIGNALING OPTIONS

SIP signaling is supported on a global basis, (H.323 also available in Europe upon request). G.711 and G.729a, G.729ab, with cRTP can be provided as well as, T.38 for facsimile, RFC2833 supporting DTMF tones, and a-law to  $\mu$  law conversion.

### SIP REFER

This feature allows companies to blind transfer an incoming call to another telephone number within their network without operator intervention. This provides a more cost-effective solution to customers as network resources can be freed up to process other calls. It is available with the Global Crossing suite of VoIP products.

### VOIP READY ACCESS®

Provides an IP connection to reliable, cost-efficient, on-demand audio conferencing services. VoIP Ready-Access® provides a convenient way to combine the value of an on-demand audio conferencing service with the cost savings of VoIP in a converged IP environment

### VOIP COMMUNITY PEERING

Benefit from the ability to obtain free VoIP-to-VoIP calling when terminating calls to other Global Crossing VoIP users. Global Crossing VoIP Outbound and VoIP On-Net Plus subscribers can place outbound calls to Global Crossing VoIP Local Service users both intra-company and inter-company, without per minute usage charges.

### NETWORK SECURITY

Global Crossing's private MPLS-based IP VPN service, Session Border Controller VoIP architecture, secure VoIP interconnection points and separate network access routers for both private and public IP traffic provide an unsurpassed secure environment for VoIP calling while stopping hackers, denial of service attacks and more.

### QUALITY AND RELIABILITY

Jitter, packet loss and latency are measured providing customers minimal to no-post dial delay, industry-leading completion rates, and answer ratios.

### PROACTIVE NETWORK MONITORING

Global Crossing adheres to a rigorous proactive network management routine that includes daily trunk usage reports, customer low-usage verification, excessive hold time investigations, and many other activities that ensure our VoIP network is prepared to meet customer's needs.

### INTEROPERABILITY

No-risk™ testing process to ensure equipment and network interoperability for a non-disruptive migration path to VoIP Services.

### UCOMMAND®

Instant 24 hour access to an online account management portal and tools via Global Crossing uCommand®. Report troubles, obtain invoices, request new services, view reports, manage network based dial plans, and interact with customer service.

### SERVICE AVAILABILITY

#### OUTBOUND

National and international long distance calling in Canada, Denmark, Finland, France, Germany, Ireland, Italy, Netherlands, Norway, Sweden, United Kingdom, and the United States. International only calling can be provided in Argentina, Australia, Austria, Belgium, Brazil, Chile, Czech Republic, Greece, Hong Kong, Hungary, Mexico, Poland, Singapore, Slovakia, Spain, and Switzerland. Special arrangements can also be made for service in Peru.

#### DIRECT INWARD DIAL, (DDI / DID)

Numbers from Argentina, Austria, Belgium, Brazil, China-Hong Kong, Czech Republic, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Mexico, Netherlands, Norway, Peru, Poland, Singapore, Slovakia, Spain, Sweden, Switzerland, UK, and the U.S. are available.

#### TOLL FREE

Toll free calling covered under the North American dial plan is supported for call completions to North American locations.

## Help - Before, During, and After the install

### PROFESSIONAL SERVICES – VOIP CONSULTING

Voice over IP provides benefits including flexibility, additional functionality, and lower cost of ownership. However, the migration to VoIP can be complex and challenging. To simplify the transition, Global Crossing offers VoIP Consulting services. This program provides customers scheduled access to "state-of-the-art" VoIP Interoperability facilities, one-on-one interaction with experienced VoIP Engineers, and knowledge to better refine advanced VoIP based applications.

### MANAGED VOIP SERVICES

Simplify your implementation with router installation, management, monitoring and maintenance. Managed VoIP Services include support of a VoIP-enabled router, TDM voice-to-IP conversion, and the administration of a customer-defined dial plan for on-net calling applications

### APPLICATIONS PERFORMANCE MANAGEMENT: VOIP INTEGRITY

Application Performance Management: VoIP Integrity Through an alliance with industry leader, Fluke Networks, Global Crossing's VoIP Integrity service, an option of our Applications Performance Management suite, provides per-site VoIP pre-assessment and offers detailed visibility into ongoing performance with per-call Mean Opinion Score (MOS) metrics, latency measurements, packet loss and jitter