

## Private Solution with Voice over IP (VoIP) Phone Service

VoIP (*Voice Over Internet Protocol*) is the means by which phone calls are made and received using a broadband internet connection. Voice traffic is converted into data for transmission to the receiving location. The service works with any existing phone and can provide unlimited local or long distance service at minimal cost. Voice quality is generally clearer than regular phone service. JPB Consulting works with the top-tier VoIP providers to offer a very reliable service.

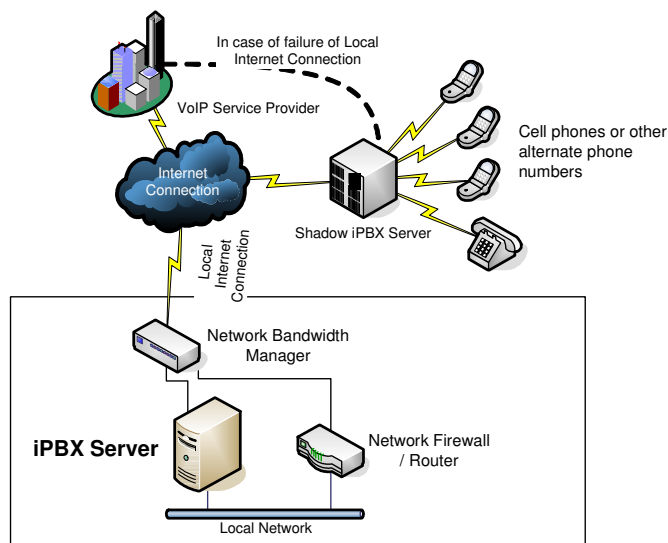
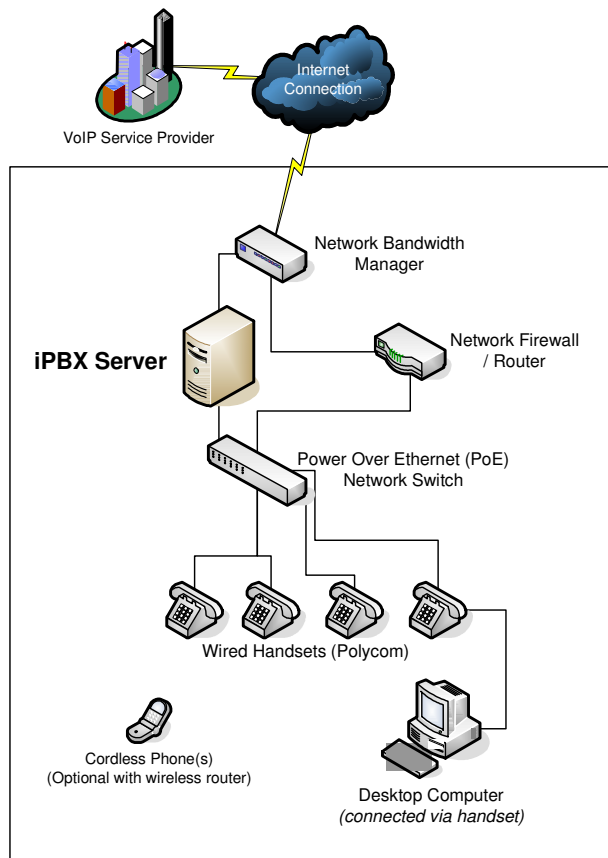
The configuration is essentially the same as the Private Solution with Traditional Phone Service with the exception of a Network Bandwidth Manager used instead of a PSTN interface. The Network Bandwidth Manager will segment voice from data communications and ensure a good quality voice connection.

### Benefits

Many of the benefits of this solution reflect those of the Private Solution with Traditional Phone Service with the notable exception of service provider cost. This option is much more cost effective as it utilizes VoIP for service provision. Monthly costs can be less than half those of other solutions and in many cases greater.

### Detractions

VoIP via Internet connections (T1, cable, other) are not as reliable as traditional phone service and slightly less reliable than a PRI circuit as there is a reliance on the Internet Service Provider (ISP). For this same reason, VoIP providers are not as reliable as the established phone companies. Your business should expect an outage lasting from a few minutes to a few hours at least once a year. If a few short outages per year are acceptable to your business, the costs and call clarity far outweigh this detraction. In addition, there is a redundancy option in case of the local loop / local equipment failure.



### Redundancy Option

VoIP is reliant on an active Internet connection to operate properly. In some cases, the connection from your location to the Internet will experience outages or power will fail. While power situations can be handled via a local backup, the Internet connection is more vulnerable. Outages should be rare, but if they cannot be tolerated, JPB Consulting offers a hosted backup of the iPBX which permits extensions to be rerouted to alternate locations (cell phone, home phone, etc.) while service is disrupted. This will minimize the effect of a local outage.

The redundancy option will not provide replacement of inbound calls in case of a VoIP Service Provider failure.