



# CenturyLink® Hosted VoIP

CenturyLink Hosted VoIP uses the BroadSoft Broadworks platform and is the ideal solution for businesses that

- Don't want to purchase or maintain a premises-based phone system
- Are looking for voice features like caller ID blocking, call waiting and enhanced call logs
- Want to improve customer service
- Want to increase office efficiency
- Need to maximize return on communications spending

CenturyLink Hosted VoIP service allows you to:

- Show a single dial plan for entire company even if you're geographically distributed or have no primary office.
- Make calls remotely as though you're at work using your home telephone and receive the same features as any office user.
- Be reached wherever you are by setting your phone to ring multiple devices either at the same time or in a particular order.
- Adjust administrative settings and users with access to our online portals phone features, settings, etc.
- Use our convenient toolbar to access mobility features, such as click-to-dial functionality and call management, so your employees can connect (using a computer).
- Retrieve your voicemail messages through your phone, by email, or through the user portal (unified messaging).
- Combine the receptionist IP phone with a choose-and-click operator interface on a computer screen that makes it easy for a receptionist to direct calls to staff, wherever they are (Receptionist portal).

Hosted VoIP requires CenturyLink High-Speed Internet access.



# CenturyLink Hosted VoIP Seat Types



**Polycom VVX300**



**Polycom VVX400**

Basic Seat	Premium Seat
<p>A cost-effective and convenient combination of some of our most popular features. This seat is designed for use in a lobby, break room, cafeteria or shop area that is not assigned to a specific user. It includes:</p> <ul style="list-style-type: none"><li>• Includes Polycom VVX300 grayscale IP phone</li><li>• Personal phone number</li><li>• Unlimited local and on-net domestic long distance</li><li>• Basic feature package</li><li>• 6 line capable IP phone</li></ul> <p><b>Note:</b> No voicemail with this seat.</p>	<p>This seat is designed for the majority of professional employees. It includes advanced IP phone features and a premium phone, as well as:</p> <ul style="list-style-type: none"><li>• Includes Polycom VVX400 color interface IP phone</li><li>• Personal phone number</li><li>• Unlimited local and on-net domestic long distance</li><li>• Unified messaging (voicemail)</li><li>• Advanced feature package with Personal Mobility package</li><li>• 12 line capable IP phone</li></ul>

## Soft Client (Premium Seat)

This seat is designed for employees that don't have a permanent office or who are on the go. It allows you to make phone calls from a computer and includes:

- Soft client
- Personal phone number
- Unlimited local and on-net domestic long distance
- Unified messaging (voicemail)



## Long Distance

CenturyLink Hosted VoIP service includes a package of off-net domestic long distance.

Off-net domestic long distance*		
# of seats	Minutes included	Additional minutes
1–10 seats	3,000 minutes/month	\$0.03/minute

\*Listed rates exclude taxes, fees and surcharges.

## Online Management (Customer Portals)

With Hosted VoIP, we give you the tools to adjust some things yourself. Our online portals allow you to keep an eye on your service while making any necessary adjustments. All three portals are always available—whether you're in the office or on the go.

**Control Center:** Use this portal to manage invoices and to report/track issues.

**Hosted VoIP Administrator Portal:** Use this portal to administer your voice services such as configuring phones, managing users (passwords, phone numbers), and managing hunt groups, group calls, etc.

**Hosted VoIP User Portal:** This portal lets users manage their own phone, listen to and configure voicemail and access call records.

