

123NET PROVIDES ENTERPRISE DATA CENTER, NETWORK & VOICE SERVICES TO MICHIGAN BUSINESSES



## FEATURES

- Soft phone, Mobility
- Find-Me, Follow-Me
- Busy Lamp Field (BLF)
- Web Portal
- 3 Way Calling
- Auto Attendant
- Call Block
- Call Forwarding
- Call History
- Call Log
- Call Park & Retrieve
- Call Queue/Ring Groups
- Call Transfer
- Call Waiting
- Caller ID
- Conference Calling
- Dial by Extension/Extension Transferring
- Direct Inward Dialing (DID)
- Do Not Disturb (DND)
- Interactive Voice Response (IVR)
- Last Number Redial
- Message Waiting Indicator (MWI)
- Music on Hold
- Sequential Ring
- Simultaneous Ring
- Speed Dial
- Time Conditions (Day /Night Settings)
- Unlimited Michigan Calling
- User Control Panel
- Voicemail
- Voicemail to Email

## BETTER ACCESSIBILITY, FLEXIBILITY & CONTROL

Our Hosted IP PBX solution provides a feature rich technology that will increase productivity within your organization. The user-friendly web driven control panel offers enhanced features in an easy to manage interface.

## GAIN A COMPETITIVE ADVANTAGE

123Net has more than 10 years of experience in VoIP deployments. You can rest assured that we have the expertise to provide the industry leading network and voice services with the service and support your business needs.

Unlike a traditional phone system, 123Net manages the delivery of the Hosted PBX over our robust network and moves the PBX from your office to our Tier 3 2(N+1) data center. This includes built-in redundancy and a service level agreement guarantee of 99.99% uptime.

## HOSTED IP PBX OVERVIEW

### Implementation

Setup is quick (30-45 days), and a 123Net project manager will help with a smooth conversion Connect desktops and smart devices through the 123Net application. Transfer existing phone numbers or order new numbers like vanity toll free. Desk phones will be placed and fully configured by a 123Net engineer.

### Management

Manage the entire 123Net phone system from a desktop computer or smart device through the 123Net web portal. A user-friendly web interface offers complete control over the phone system with easy to use menus, text fields and check boxes. Change users, manage extensions from anywhere in the world. Users can manage their own settings.

### Equipment

The 123Net Hosted PBX uses the Polycom enterprise-grade family of IP desktop phones.



POLYCOM VVX 410



POLYCOM VVX 500



POLYCOM VVX 600



POLYCOM SOUNDSTATION IP 7000

	VVX410	VVX500	VVX600	IP 7000
Display	3.5" Color LCD	3.5" HD Color LCD Touchscreen	4.3" HD Color LCD Touchscreen	3.4" White LED Backlight
Navigation	4-way cluster with center select key	Intuitive Touchscreen	Intuitive Touchscreen	4-way cluster with center select key
Simultaneous Calls	10	10	10	3
USB Call Recording	No	Yes	Yes	No
Integrated Bluetooth Headset Support	No	No	Yes	No
Polycom HD Voice	Yes	Yes	Yes	Yes
Ports	10/100/1000Base-TX	10/100/1000Base-TX	10/100/1000Base-TX	10/100Base-TX

# OUR NETWORK

## FIBER

- Up to 100 Gbps Circuits (99.99% SLA)
- MEF Standards to Deliver Carrier Class Metro Ethernet Solutions
- Designed to Deliver Ultra-Low Latency Connectivity
- Custom Diverse Entrance Builds Available
- 4000+ Fiber Route Miles
- Dark Fiber Solutions

## FIXED WIRELESS

- Up to 10 Gbps Speeds (99.99% SLA)
- 55+ Wireless Point of Presence (PoP) Sites Across Michigan
- 128-bit AES Encrypted Data Transport
- Primary & Backup Connectivity for Dedicated Internet & Ethernet Services
- Emergency / Short-Term Deployments
- Campus Wireless Solutions
- Temporary Fixed Wireless Solutions (Events / Construction Site)

## DATA CENTERS

- All Data Centers are SSAE-18 SOC2 Type II / SOC3, HIPAA & PCI-DSS Compliant
- 2(N+1) Power & Cooling Configuration Available
- Data Center Power (100% SLA)
- Up to 30 kW Available per Rack
- 20 MW Capacity Dedicated Substation
- Carrier Neutral Facilities
- Multiple Fiber Entrances
- Cabinet Spaces, Cages & Custom Suites Available

# FAST FACTS

**FOUNDED:**

1995

**CORPORATE:**

24700 Northwestern Highway  
Southfield, MI 48075

**WEST MI OFFICE:**

400 76th Street SW, Suite 12  
Byron Center, MI 49315

**PHONE:**

888.440.0123

**WEBSITE:**

www.123.net

**LEADERSHIP:**

Daniel Irvin, President & CEO  
Ryan Duda, CTO  
James Kandler, COO

**NUMBER OF EMPLOYEES:**

150+

**MARKETS SERVED:**

All of Michigan

**DATA CENTERS:**

(3) Southfield, MI  
(1) Grand Rapids, MI  
100,000+ sq ft of Colocation Space

**FIBER ROUTE MILES:**

4000+ Miles

**UPSTREAM PROVIDERS:**

CenturyLink, Cogent, Comcast, GTT, Hurricane Electric, NTT Communications, PCCW Global, Tata Communications, TeliaSonera, XO / Verizon, and Zayo

**CARRIERS:**

123Net, ACD, AT&T, CenturyLink, Clear Rate Communications, CMS Internet, Cogent, Comcast, Crown Castle, D&P Communications, Daystarr, Everstream, Lightspeed, ManagedWay, Merit, Spartan-Net, TeliaSonera, US Signal, Windstream, WOW!, and XO / Verizon

TRUSTED BY LOCAL MICHIGAN CUSTOMERS AND OVER A DOZEN

