

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

PHONES

**YOU HAVE OPTIONS...**

123Net has more than ten years of experience in VoIP deployments providing industry leading network and voice services with the support businesses need.

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.



POLYCOM VVX 300



POLYCOM VVX 410



POLYCOM VVX 500



POLYCOM VVX 600

	BASIC	PREMIUM	CALL CENTER
<b>Queues</b>	No	1	Unlimited
<b>Ring Groups</b>	1	5	Unlimited
<b>Interactive Voice Response</b>	1 Menu	Unlimited	Unlimited
<b>Toll-Free (Usage Rates Apply)</b>	Yes	Yes	Yes
<b>Calling Plan (US 48)</b>	Unlimited	Unlimited	Unlimited
<b>Available Phone Models</b>	VVX 300	VVX 410, 500, 600	VVX 410, 500, 600
<b>SoftPhone</b>	No	Yes	Yes
<b>Overhead Paging</b>	No	Available	Available
<b>User Control Panel</b>	No	Yes	Yes
<b>Max Number of Phones</b>	20	Unlimited	Unlimited
<b>Install</b>	Self*	Included	Included
<b>Training</b>	Online	On-site	On-site
<b>Call Center Analytics</b>	No	No	Yes
<b>Parking</b>	No	1 Lot & 8 Spaces	Unlimited Lots & Spaces
<b>Voicemail</b>	Yes	VM to Email	VM to Email
<b>Call Recording</b>	No	No	Yes
<b>Admin Portal Access</b>	No	No	Yes
<b>Analog Telephone Adapter</b>	No	Yes	Yes

\*One Time Installation Service Fee is Available

# 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

