



BUSINESS CONTINUITY

Speakeasy Business VoIP Advantages

As a hosted solution, Speakeasy Business VoIP offers unique operational benefits in the event of a minor disaster, such as an equipment failure, or a major catastrophic event, such as an earthquake.

When a traditional PBX system fails, callers hear a fast busy signal, meaning that nobody can communicate inbound or outbound. Hosted VoIP is different. Since voicemail, call processing, and advanced features are tied to servers in Speakeasy's multi-redundant nationwide network, they remain available in the event of a line or equipment failure on your premises.

Voicemail Back-up

- » Voicemail service is hosted on Speakeasy's network, so your voicemail is always available to take inbound calls. In the event of a line or equipment failure on your premises, or even a major disaster, you will never appear to be down to your callers, and you can retrieve voicemail messages remotely.
- » Employees can choose to receive notifications of their voicemail messages via any email account. They can also receive audio (.wav) file copies of their voicemail messages as email attachments,

Unlimited Auto Attendant

- » Auto Attendant is a popular add-on feature that serves as an automated receptionist. Like voicemail, Auto Attendant is hosted on the Speakeasy network, so callers will never experience a busy signal, even with a line failure. Your business stays available to callers, and you can customize the Auto Attendant message from any location.
- » As a hosted feature, Auto Attendant is not constrained by the number of voice channels available. Therefore, any number of inbound calls can get through to your Auto Attendant and be routed (to voicemail if your phone system is down).

Service Mobility

- » Since your VoIP services are tied to servers on Speakeasy's network, relocating your system is far easier than rewiring a traditional PBX system, which can take weeks. If a major disaster hits, you can move all your employees to another facility with IP access to set up a Disaster Recovery site for your voice service.
- » A variety of Basic and Premium plan features offer inbound calling redundancy to keep employees reachable in case of line or equipment failure. Employees can forward calls to another phone through the web portal.
- » Hunt groups allow multiple users (regardless of location) to pick up inbound calls, even if some members of the hunt groups have lost service.
- » Speakeasy also supports PC or laptop based soft phone usage, so employees can work at home, on the road, or from another location with IP connectivity.

Remote Office

- » Remote Office is a Premium plan feature that can be used to make VoIP calls from any location with internet access. On Caller ID, calls appear to come from your VoIP telephone number.

Survivability

- » The option for SIP Survivability is a unique feature of the VoIP Gateway that not every provider delivers. SIP Survivability offers LAN-side call processing if the WAN link goes down so that all the phones within your office can still make extension-to-extension calls to other phones on-site.

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EVENT	BACK-UP SOLUTION (short-term)	SERVICE RECOVERY (long-term)
IP phone failure	<ul style="list-style-type: none"> › Call Forwarding (web portal) › Remote Office (premium users) › Softphone (if available) › Remote access to Voicemail 	<ul style="list-style-type: none"> › Next-day or 3-day shipping of replacement phone, if purchased from Speakeasy › 12 month warranty
Customer LAN failure	<ul style="list-style-type: none"> › Call Forwarding › Remote Office › Remote access to Voicemail 	<ul style="list-style-type: none"> › Speakeasy assistance in trouble isolation, customer's responsibility to repair.
VoIP Gateway failure	Same as above	<ul style="list-style-type: none"> › VoIP Gateway replacement during warranty. 4 hour replacement in major markets.
Router failure	Same as above	<ul style="list-style-type: none"> › Router replacement – usually within 4 hours for Speakeasy T1 service
Line failure	Same as above	<ul style="list-style-type: none"> › Manual switch to backup circuit if available › For T1 lines, Speakeasy guarantees hardware replacement or on-site troubleshooting within 4 hours.
Major disaster at site (earthquake, fire, etc.)	Same as above	<ul style="list-style-type: none"> › Service relocation to any other site where IP service is available › New connectivity › Replacement VoIP Gateway and phones shipped overnight or 3-day if purchased from Speakeasy › No new telephone numbers / PBX required.