

ADVANCED VOICE SYSTEM
PREDICTABLE BILLING
REDUNDANCY



Voice

POWERED BY ICN

ICN's Managed Voice Service (MVS) is an IP platform that is hosted from a cloud environment. This advanced voice system includes hardware and licenses while offering premium and professional support from our voice and data experts for service management and technical configurations.

LUMEN®

ICN has partnered with Lumen (formerly CenturyLink) to provide our managed VoIP solution. This collaboration provides ICN users with a state-of-the-art telecommunications system, bundled with the additional voice efficiency and productivity enhancements of unified communications.

VOICE

OUR PREMIERE VOICE SERVICE COMES WITH STRONG BENEFITS

Predictable Billing

ICN's predictable fixed cost model offers advanced managed voice service to users with \$0 capital investment. The monthly cost of each seat is all you pay to stay up-to-date with the most advanced voice service available.

Redundancy

Our cloud VoIP managed service is a fully redundant instance of the Lumen Broadworks BroadSoft feature server platform. VoIP enables people to use the Internet as the transmission medium for telephone calls by sending voice data in packets using IP rather than by traditional circuit transmissions of the public switched telephone network.

Free Long Distance

The standard and premium seats have in-bound and out-bound long distance included.

International long distance not included.

No Contracts

You don't have to worry about purchasing PBX equipment, licenses, internal or external support or other components and there are no contracts. Customer is responsible for wiring.



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VOICE PLAN COMPARISON



BASIC



A seat designed for use in a lobby, break room, cafeteria, or shop area that is not assigned to a specific user.



STANDARD



With a more robust set of features, this seat is a 12 line media phone with an easy color LCD display.



PREMIUM



This seat is a 12 line SIP phone with HD voice, advanced IP features and a capacitive touch screen.

Polycom Phone	Yes	Yes	Yes
HD Voice	Yes	Yes	Yes
Number of SIP Lines	6	12	12
Call Waiting & Caller Line ID	Yes	Yes	Yes
Local Calling	Yes	Yes	Yes
Shared Call Appearance	Limit 5	Limit 10	Limit 35
Conference Calling	Three-Way Calling	Up to 15 Parties	Up to 15 Parties
Voice Mail		Yes	Yes
Unified Messaging		Yes	Yes
Personal Mobility (Remote Office)			Yes
Webex Business		Yes	Instant Messaging & Presence
Receptionist Attendant			Yes

A MVS seat includes a basic, standard, premium, or voice mail only seat feature package, and the recommended Polycom handset model. Free domestic long distance is available for the standard and premium seat. MVS service does not include wiring from the work station to the telecommunications room at the customer location.