



Iowa Communications Network
BROADBAND STRONG

Managed Voice Service

STRONG SYSTEM

FLEXIBLE PLATFORM

FAST VOICE & DATA

- Predictable Billing
- Free Nationwide Long Distance
- No Contracts
- No License Fees
- Redundancy
- Flexible User Features

Connect With Us

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icn.iowa.gov

Benefits

Predictable Billing

ICN's predictable Fixed Cost Model offers advanced phone service to users with \$0 capital investment. The monthly cost of each seat is all you pay.

Redundancy

ICN's cloud VoIP managed service is a fully redundant instance of CenturyLink Broadworks BroadSoft feature server platform. The survivable platform is located in two geographically separated data centers (Denver and Chicago).

Free Long Distance *

Every phone has in-bound and out-bound long distance included.

** International long distance not included.*

No Contracts *

A flexible benefit to MVS is that there are no contracts. Don't worry about purchasing PBX equipment, licenses/support (both internal and external), and other components.

** Customer is responsible for wiring.*

USAC Eligible

Managed Voice is eligible for USAC (ERATE) - interconnected Voice over Internet Protocol (VoIP) Service.

Service Options

Voicemail Only

Includes a telephone number and a voice mail box. 911 calls cannot be made from a Voice Mail Only seat.

Virtual Seat

For users who do not want a handset (no IP phone), for a second line, or for a private line.

Receptionist Portal

Built to handle high volumes of concurrent incoming calls. Designed to combine the Receptionist IP phone with a choose-and-click operator interface.

Conference

All basic package features, but with one of the Polycm conference room phones.

Analog

Connect old equipment that isn't IP-enabled, such as fax machines, cordless phones, overhead paging, TTY, POS, etc.

Call Center Solution

Automated Call Distribution (ACD)

Distributes incoming calls to a specific group of terminals or agents based on the customer's selection.

Phone Tree Interaction

Auto Attendant

Allows callers to use their keypad to interact with the phone system.





Benefit from **faster collaboration** and **stronger communication**

Basic

A cost-effective 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 designed for general business, support and clerical personnel that don't require advanced features.



Premium

This seat is designed for the majority of professional employees. It includes advanced IP phone features and a premium phone.



FEATURES	Basic VXX 300 or VXX 310	Standard VXX 400 or VXX 410	Premium VXX 500
Polycom Phone	●	●	●
HD Voice	●	●	●
Number of Lines	6	12	12
Call Waiting & Caller Line ID	●	●	●
Local Calling	●	●	●
Shared Call Appearance	Limit 5	Limit 10	Limit 35
Conference Calling	Three-Way Calling	Up to 15 Parties	Up to 15 Parties
Voice Mail		●	●
Unified Messaging		●	●
Softphone Client		Voice and Video	●
Personal Mobility (Remote Office)			●
Business Communicator			Instant Messaging and Presence
Receptionist Attendant			●

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



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BROADBAND STRONG: Delivering FLEXIBLE broadband & FAST experiences to meet the growing broadband needs of education, government, public safety, and healthcare in Iowa.