

Products and Services for Business Customers

With data, Internet and telephone solutions business customers can get the services they need to succeed, whether it is a home office, small business or mid to large sized enterprise customer. Business isn't just about making contacts. It's about making strong connections. Connections that can help you get more done in less time so you can focus on what's really important – your customers.

	Voice Services	Internet Access	Data Services	Video Entertainment – CenturyLink Prism and DIRECTV	Managed Services
Quick Summary	Voice services include local and domestic and international long distance services that are dependable even during power failures.	CenturyLink™ provides affordable, scalable and reliable Internet connection options to meet your business need. From Business Class Internet to point-to-point Dedicated Internet Access (DIA) symmetrical access, your business is Stronger Connected when it has CenturyLink™	Your business will be Stronger Connected when you choose from our wide range of robust Data Services. Simplified solutions with consistent bandwidth, fast speed and solid connections are just the beginning.	A variety of all-digital video entertainment packages are available. CenturyLink™ Prism™ TV can be combined on the same bill with voice and/or data service. CenturyLink™ Prism™ is available in Columbia and Jefferson City, MO; La Crosse, WI; Las Vegas, NV; and the Fort Myers/Naples, FL area with more markets coming soon.	CenturyLink has a full suite of managed service options that can help you maintain, monitor and secure your systems to ensure your business stays up and running continuously.
Offerings and Descriptions	<p>Traditional Telephone Services (also known as Time Division Multiplexing or TDM) include:</p> <p>Access Lines Access lines connect the customer to the Public Switched Telephone Network (PSTN). This includes voice connectivity provided by a variety of solutions including plain old telephone service (POTS) and circuit-based connections like T1s.</p> <p>PBX Trunk/System (Private Branch Exchange) Customer owned telephone switching system that connects telephone extensions to each other as well as to the outside telephone network (PSTN). PBXs also include functions such as call routing for outside calls, call forwarding, conference calling and call accounting. Connectivity between locations can be provided through PBX trunk services. CenturyLink also provides the phone equipment for this service.</p>	<p>Business Class high-speed Internet CenturyLink provides Digital Subscriber Line Service (DSL) in a variety of download speeds, including up to 25 Mbps in certain areas. Business Class DSL offers a high-upload speed based on network prioritization of data. Our DSL service provides business customers a range of options and speeds, where the customer receives a higher download speed and a lower upload speed (for example an up to 10 Mbps download speed and an up to 1 Mbps upload speed). Customers will get a private, direct connection to our national network.</p> <p>Pure Pure broadband from CenturyLink provides customers with stand alone Internet service, including speeds ranging up to 1.5 M to 25 M without the need for traditional phone service. We back our Pure broadband service with a 30-day satisfaction guarantee. More information is available at www.givemepure.com.</p>	<p>DEDICATED CONNECTIONS – LAYER 1 Layer 1 connections are great for geographically clustered businesses with short distances between locations. For example, a business may have a local data center across town that backs up all of their data for security purposes. A dedicated connection provides the customer with consistent bandwidth speeds. Point-to-point dedicated connections are configured and maintained by the customer's IT staff, and pricing for dedicated connections is distance sensitive. The further a connection point or node is between locations, the more expensive the cost of the service.</p> <p>Private Lines Private line service provides business customers with a secure digital connection and consistent bandwidth that can be used to carry voice, video and/or data.</p> <p>CenturyLink has a variety of digital connections to choose from including:</p> <p>Traditional circuits: DS1 or T1 = 1.5 Mbps speed DS3 or T3 = 45 Mbps second</p> <p>Fiber-based and SONET (Synchronous Optical Network) solutions: OC3 = 155.52 Mbps OC12 = 662.08 Mbps</p>	<p>CenturyLink™ Prism™ Our robust channel line-up has over 200 channels available, and we are adding more HD, international and Latino programming. Prism gives customers complete control over their television experience. With DVR service customers can record up to four shows simultaneously and watch them anywhere, anytime in their home. With Personal Media Sharing, customers can access photos and music stored on their PC and view it/listen to it on their TV. Customers can also see who is calling right on their TV with Video Caller ID. Go to www.seeprismtv.com for the latest information.</p> <p>DIRECTV® Satellite Television Experience true entertainment with DIRECTV from CenturyLink. Customers can watch favorite movies or shows with 100 percent all-digital picture quality.</p>	<p>Managed CPE CenturyLink™ Managed CPE Services deliver monitoring and management services on a subscription basis. Managed CPE services identify and correct issues with the customer's equipment, including switches, routers and other hardware. Our Managed CPE Services provide experienced technical staff certified on multi-vendor CPE.</p> <p>Managed CPE Services include:</p> <ul style="list-style-type: none"> • 24/7 remote CPE monitoring and management • 24/7 technical support • Problem isolation, recommendation and resolution • Device configuration backup <p>Managed Network and Security CenturyLink provides managed network and security for Virtual Private Network (VPN) service. With this service, CenturyLink manages the network and handles all of the monitoring and routing of traffic for the customer.</p>

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Offerings and Descriptions Continued	<p>Key Trunk/System On a customer owned key system, each telephone line appears under a key (button) on the phone. To access an outside line or answer an incoming call, you must press the key associated with that line. A key system is distinguished from a private branch exchange (PBX) in that it allows the station user to see and control the calls manually using lighted line buttons, while a private branch exchange (PBX) operates in a manner similar to the public telephone system, in that calls are routed to the correct destination by being dialed directly. Connectivity between locations can be provided through key trunk services. CenturyLink also provides the phone equipment for this service.</p> <p>Centrex Centrex is a “hosted” telephone system, meaning CenturyLink owns and operates the customer’s telephone system. The customer only owns the telephone handsets connected to the service. Centrex delivers a variety of voice and data features without the need for the business to invest in on-premise switching equipment. Centrex can be easily expanded, and provides the business with all the features of a dedicated on-premise system (PBX or Key) without the capital investment and maintenance costs.</p> <p>Long Distance A variety of long distance service plans are available to business customers, including toll-free, block of time and unlimited domestic long distance calling plans.</p>	<p>Dedicated Internet Access (DIA) DIA allows the customer to access the Internet using a point-to-point dedicated connection. What this means is that the customer’s Internet access speed can match their network access connection, whether that connection is over a dedicated circuit, Ethernet or a fiber-based solution. Even better, with DIA customers get the same upload and download speeds based on the type of connection they are using. This service is great for businesses that offer Web and Domain hosting, who have frequent data sharing needs, transfer large files and manage e-business.</p>	<p>SWITCHED SERVICES – LAYER 2 Layer 2 network services allow businesses to expand their network reach more cost effectively by using the CenturyLink network to carry their data from point-to-point. The connections are still dedicated and managed by the customer, but fewer direct connections are needed because CenturyLink handles the switching for the customer. Switched services connect network devices or nodes (for example servers, computers, printers) to one another within the same network. Following are some example of switched network services.</p> <p>Ethernet Ethernet is a flexible and scalable way for customers to connect all their business locations using metro area network (MAN) or wide area network (WAN). Ethernet speeds can scale from as low as 3 Mbps to 10 Gbps, which provides a more cost-effective solution for high-speed data delivery of layer 3 services and/or interconnection of business sites within a metropolitan area. Ethernet is ideal for customers whose sites are more metro or regionally focused, who don’t need a lot of traffic prioritization, and desire to manage the inter-site routing themselves. It’s also ideal for customers who need who need large amount of internet bandwidth at a single location</p>		<p>Managed Security VPN offers:</p> <ul style="list-style-type: none"> • Virtually anywhere, anytime access • Reduced operational costs • Exceptional network performance and reliability • Highest levels of security • Increased employee mobility and productivity

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Offerings and Descriptions Continued	<p>IP Voice Services (VoIP) This hosted service provides advanced feature sets like find-me-follow-me and automated call distribution (ACD) for call centers. VoIP also provides greater control of call flow, phone moves and changes and access to phone features and functionality using a PC-based interface that the customer controls. VoIP services allow for the integration of communications, so each employee within a company can simultaneously access voice, data and video services from their personal computer.</p> <p>SIP Trunking Session Initiated Protocol (SIP) Trunking provides Internet, data, outbound domestic long distance, inbound toll-free and local voice services over a single data IP connection using the CenturyLink-provided secure network.</p> <p>This service:</p> <ul style="list-style-type: none"> • Allows the data network to carry voice traffic • Shares bandwidth for voice, data, Internet and e-mail using a single integrated point of access to the network. • Provides end-to-end voice quality instead of the public Internet. • Provides dynamic bandwidth allocation to ensure priority for time sensitive and mission critical applications such as voice communications. 		<p>Frame Relay Frame Relay services provide multi-site businesses with the ability to pass packets of data quickly from their router to another location over the CenturyLink network.</p> <p>This reduces the need for dedicated, point-to-point circuits, because the customer is leasing their circuits from CenturyLink. We provide Permanent Virtual Circuits (PVCs) that send packets of data traffic in “frames” from one location to another over our network. The PVC or circuit is virtual, so the customer only pays for the circuit bandwidth used on a monthly basis. Frame Relay speeds are available up to DS3 or 45 Mbps. Quality of service associated with Frame Relay provides prioritization of data packets over the CenturyLink network, without impacting voice services that are carried over the same connection.</p> <p>ATM (Asynchronous Transfer Mode) ATM is similar to Frame Relay because it uses Permanent Virtual Circuits (PVCs) for transferring data. This technology varies from Frame Relay in that voice, data and video traffic is transferred separately in packets that are consistently sized. This is a more efficient means of managing large amounts of data. ATM creates a fixed channel, or route, between two points whenever data transfer begins. So ATM does a good job of prioritizing bandwidth for delivery of delay sensitive applications like video and voice.</p>		

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Offerings and Descriptions Continued	<p>ISDN-PRI (Integrated Services Digital Network - Primary Rate Interface)</p> <p>This service provides voice over a circuit which can be dedicated totally to voice communication or “fractionalized” to provide voice and data access over the same circuit connection. Each voice or B-channel occupies 64 kbps of data. A D-channel is used to control the voice and data traffic. ISDN is a technology solution that carries voice and data transmissions over a digital circuit, using the various types of network access described above. For example, a DS1 1.5 Mbps circuit can support 23 64 Kbps voice channels and one D-Channel for signaling and control. 1.5 Mbps circuit can support 23 64 Kbps voice channels and one D-Channel for signaling and control.</p>		<p>ROUTED SERVICES – LAYER 3</p> <p>Layer 3 services allow CenturyLink to both route and switch voice, data and video traffic for the customer. This benefits customers with many different combinations of network access (i.e., Private Line, Frame Relay, ATM). Layer 3 services are IP-based and connect various types of access used by the customer to route traffic to the desired network. Because these services are IP-based, they do not require complex IT configuration within each location unlike layer 1 and layer 2 networking.</p> <p>MPLS VPN</p> <p>MPLS VPN (Multi-protocol Label Switching Virtual Private Network) service connects voice, video, and data from multiple off-site locations onto one network. MPLS VPN is ideal for customers who have a large amount of sites or locations spread over a large regional area or nationally and/or who desire to outsource more of the WAN management to the service provider. Since it's a layer 3/IP solution, inter-site routing is done inherently in the network. It's also great for customers who are using and/or converting to VoIP. Since this service is more “network-based”, it can support internet access with network-based firewalls, support a mobile work-force with remote access and provide connectivity for resource sharing via an extranet.</p>		

Key Benefits

- Consistently fast High-Speed Internet with speeds to meet your needs
- Private, direct connection from the business to our national network
- Reliable nationwide calling plans
- Voice and Data Solutions for every business
- Numerous budget-friendly telecom bundles
- 24/7 customer support

Find more information about CenturyLink services for business customers www.centurylink.com
This content will be updated soon with legacy Qwest product and services information.



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