



### **Fact Sheet**

NuVox was founded in 1998 and today is one of the largest Competitive Local Exchange Carriers in the Southeastern United States, offering tailored voice, data, networking and security packages to more than 90,000 business customers across 16 states.

Today, NuVox is one of only two *Cisco Certified Quality of Service* providers in North America. A facilities-based company, NuVox manages its own Cisco-powered, fiber optic network, switches, technicians and customer care staff, a rarity among the competition.

NuVox is privately owned and has annual revenues exceeding \$535 Million.

### **Products & Services**

NuVox offers a variety of tailored solutions for each customer's unique business needs, including:

- Local Phone Lines
- Long Distance (With FREE Extended Local Calling Area)
- Dedicated High-Speed Internet
- VoIP
- T1
- MPLS
- Data Security
- Managed Firewall
- Private Networking Solutions
- Collocation Services
- Unified Messaging (VoiceMail to Email/Fax to Email)
- Conference Calling
- Web Hosting & Email

### **Customer Care**

Two 24x7x365 Network Operations Centers

Less than 1 minute average hold times

Industry leading first-time call resolution and repair intervals

### **The Network**

- 32 Nortel, Lucent, and Siemens Class V switches
- Cisco-Powered 2.5 Gbps MPLS core with RPR protection
- Best of Breed VoIP infrastructure built around technologies from Sonus Networks, Sylanro Systems, Acme Packets and Movius Interactive

### **Website**

[www.NuVox.com](http://www.NuVox.com)