



# PRODUCT

## VoxNET QoS

VoxNET provides a managed, wide area network (WAN) solution that extends communications across multiple business locations. This product enables users to prioritize voice or data packets through quality of service (QoS), based on their unique business requirements.

VoxNET is a private, secure network solution built across the NuVox core MPLS (Multi Protocol Label Switching) advanced IP network, and also features service level performance guarantees for latency, jitter, and packet loss.

### VoxNET Quality of Service (QoS) Levels

- ▶ **Bronze QoS.** A “best effort” data networking solution, enabling customers to share data and Internet applications across all locations. Bronze QoS provides sufficient bandwidth and features to support small office environments with standard file sharing and internet surfing capabilities. (Note: with Bronze QoS, there is no bandwidth reservation or priority assigned to data traffic.)
- ▶ **Silver QoS.** This preferred data networking solution provides priority treatment of specified data packets over other types of traffic. This solution is ideal for any business with significant data transfer requirements, including medical and law offices, security monitoring services, video conferencing providers, advertising agencies and any business with high-resolution file upload and download requirements.
- ▶ **Gold QoS.** This preferred data networking solution delivers premium QoS to your sites allowing you to maintain your own VoIP network. Gold QoS ensures all voice traffic is allotted premium bandwidth and routing priority and is an optimal solution for customers with converged voice (VoIP) and data networks.

(more)

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## Service Level Agreements (SLAs)

Depending on the VoxNET QoS level selected for your business, you will also receive Service Level Agreements (or performance guarantees) for Latency, Jitter and Packet Loss. Performance statistics are viewable 24x7 via the VoxNET online customer portal.

- ▶ **“Latency”** – Refers to the difference in time it takes for one packet to get from source to destination.

VoxNET Bronze	<55ms
VoxNET Silver	<50ms
VoxNET Gold	<40ms

- ▶ **“Jitter”** – Refers to packets arriving at their destination at a consistent pace and in the proper order.

VoxNET Bronze	<10ms
VoxNET Silver	<5ms
VoxNET Gold	<2ms

- ▶ **“Packet Loss”** – Refers to voice or data packets not making it from one point to another.

VoxNET Bronze	<1%
VoxNET Silver	<1%
VoxNET Gold	<.5%

*If the Latency, Jitter or Packet Loss Guarantee is not satisfied in a calendar day, the customer will receive a credit of 1/30<sup>th</sup> of the monthly recurring charge at the affected location, up to a maximum credit in each month of the total monthly recurring charges for that service.*

NuVox is a *Cisco-Certified, Quality of Service Provider*. To learn more about how VoxNET QoS can help your business better manage its network, contact your NuVox Representative.

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