

Business Continuity



TelePacific can give you the highest degree of fault tolerance in maintaining your critical communications.

Each customer configuration is unique. Please contact your TelePacific representative to discuss how TelePacific's services may fit into your business continuity plans.

Businesses rely on a constant stream of voice and data communications to maintain contact with customers, staff and business partners. Companies must provide for the highest degree of fault tolerance in maintaining critical communications and interaction.

Designing a highly available solution means looking for ways to eliminate single points of failure in all aspects of system design. TelePacific can be an integral part of your business continuity solution(s).

Equipment Systems

Failures can occur at any level in your voice and data equipment. Talk to your phone and data vendors about ways to prepare for system availability issues like power outages, component failures, etc.

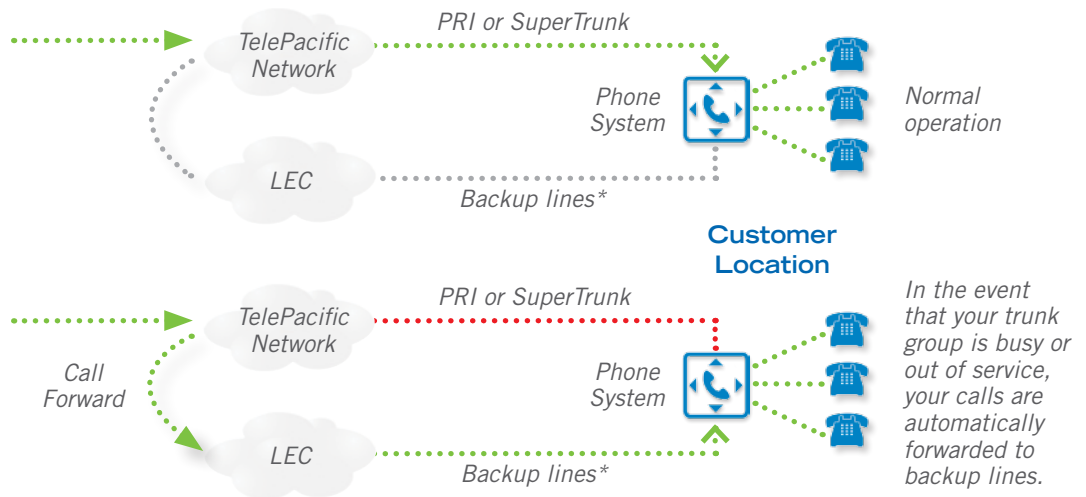
Network Services

Network services such as phone lines, trunks and Internet access are subject to occasional outages due to cable breaks and component failures at the carrier level, regardless of the carrier you choose. Being prepared for these outages is your best line of defense.

While no plan is fail-proof — and TelePacific is constantly optimizing its network to provide the highest quality and availability — TelePacific offers services that will help your organization minimize its risk in case of an outage.

Network Redundancy Package

* Maintained by TelePacific



Operations Support

Highly skilled technicians monitor TelePacific's Network Control Center 24 hours a day, 7 days a week to provide customers with the highest levels of service. This technical support center is capable of performing many activities that can help you maintain business continuity in an emergency. Do not hesitate to contact our Call Center to route your inbound traffic when necessary.

Data Services

Email Backup for Customers Hosting Their Own Email

Email Backup is designed to prevent outages from causing your in-bound email to drop or be returned to the sender. TelePacific's backup mail server will receive and temporarily store your in-bound email in the event that a server, line, or power failure causes your email server to be unavailable. When your primary mail server becomes available, your emails are automatically forwarded to your server for distribution and access.

RemoteStor Data Backup

RemoteStor is a complete data backup and recovery service that automatically and securely backs up your critical information over your existing Internet or VPN connections to secure storage infrastructure located in TelePacific's Las Vegas colocation facility. Restoral is not limited to the original location. This allows you to restore your application(s) anywhere you need.

Private IP VPN with Internet Access at Two or More Locations

Customers with multiple locations are consolidating their network through Private IP arrangements that provide Internet access to all locations through a single point of access. Add Internet access at two or more locations to ensure your employees stay connected. If your primary Internet T1 becomes unavailable, all traffic is automatically diverted to the secondary T1.

Bonded T1

If one of the T1s should fail, the data is automatically routed over the remaining T1s.

Colocation

You can house your important data application servers in our carrier class, fault tolerant colocation facilities to provide higher availability for your mission critical applications.

Trunks

Trunk Group to Trunk Group Overflow

If one trunk group fails, or all trunks are used, calls will overflow to a second trunk group within the same TelePacific serving switch. Overflow is automatic and programmed at the switch.

Trunk Group Call Forwarding

When the original Trunk Group is busy (all channels are occupied) or out of service, this feature automatically forwards your calls to a predetermined number. Calls may be routed to a different TelePacific number or non-TelePacific number. There is no need to call into technical support, no wait time and forwarding is automatic.

Network Redundancy Package

Help ensure your inbound calls reach your office. In the event that your Trunk Group is busy or out of service, your calls automatically forward to back-up/network diverse lines, located at your office.

Lines

Remote Access to Call Forwarding

You may call forward your main line anywhere at anytime. In a crisis you can forward your important numbers (main line, main fax, etc.) to another office, a mobile phone, a residence, you pick. Even if the lines are down at your business, you just make one call into the TelePacific switch from any working number and your inbound calls will have a way of reaching you. There is no need to call into technical support and no wait time. Just make the call, follow the instructions, and the rest is automatic. Add POTS (plain old telephone service) back-up lines (maintained by TelePacific) at your location, and route your calls right back to your office.

Voicemail

When your power has failed, your lines are busy or a caller just can't get through, TelePacific's Voicemail is available to answer your calls. You may access your mailbox from anywhere, and since Voicemail is housed at our switch, you can be sure to get your messages anywhere and anytime, even when your network is unavailable.