

# LEVEL 3<sup>®</sup> VOICE COMPLETE<sup>SM</sup> WITH ADVANCED E-911 SERVICE

## SKYPE-READY ADVANCED E-911 TO PROTECT A MOBILE WORKFORCE

The power of Microsoft<sup>®</sup> Skype for Business<sup>®</sup> (formerly Lync) is an awe-inspiring evolution in enterprise communications and productivity, but to harness all the features and functionality while keeping an increasingly mobile workforce safe, Skype for Business customers need to take precautions. In conjunction with Microsoft, Level 3 has developed a Skype for Business-ready SIP trunking service, Level 3<sup>®</sup> Voice Complete<sup>SM</sup>, with advanced E-911. The service is for users looking for a single-vendor solution with an easier implementation process, streamlined service management on an ongoing basis, and ultimately the ability to control the costs associated with the network components of a Skype for Business deployment. The Level 3<sup>®</sup> Voice Complete<sup>SM</sup> with advanced E-911 Service can help enterprises enjoy the productivity of Skype for Business and also provide the Level 3 E-911 Direct service.

### Business Solutions

**Economic Migration:** SIP trunking establishes the foundation for efficient, centralized, enterprise-wide phone connectivity. Support for advanced E-911 is included in the price of Level 3's Voice Complete solution and does not require an additional vendor. Level 3 provides Pooled Concurrent Call Paths (CCPs,) which share idle capacity across the enterprise to reduce oversubscription on site-specific trunks.

**Purpose-Built 911 Infrastructure:** The wholesale division of Level 3 has supported some of the largest U.S.-based VoIP deployments by providers who are legally obligated to provide advanced E-911, driving Level 3 to invest in a large-scale, nationwide, next-generation 911 network. Now, Level 3 is opening this network to enterprise customers. Our nationwide end-to-end SIP network allows us to deliver these 911



calls efficiently to the correct Public Safety Answering Points (PSAPs).

**Mature Solution:** Level 3 provides a reliable SIP implementation delivered by a team with deep institutional knowledge, 14 years of experience in SIP trunking, and seven years in advanced E-911. With over 13 billion minutes in traffic delivered a month and connections to over 6,000 PSAPs, Level 3's large-scale, VoIP core network with built-in 911 connections gives Microsoft Skype for Business customers confidence in their migration and integration efforts.

## Technical Features / Capabilities

Level 3 Voice Complete service with advanced E-911 was developed in conjunction with Microsoft to take advantage of Skype for Business's unique capability to track end-user location information through the active directory and pass it to Level 3's nationwide SIP network with direct connections to the 911 infrastructure. Skype for Business embeds the pre-loaded location information using the PIDF-LO abilities of the SIP 911 call, which Level 3 uses to automatically populate the VoIP Positioning Center (VPC) in accordance to NENA I-2.5 standards and route the call to the appropriate local 911 PSAP. Once the local PSAP answers the emergency call, they have all the location and callback information they would get from a traditional static 911 call.

In addition to this advanced E-911 functionality, the Level 3 Voice Complete offering provides customers the traditional advantages of a SIP trunking service, including the ability to converge voice and data on a single network, creating non-geographic network and operation expense savings — the hard-cost benefits that help justify Microsoft Lync.

## Why Choose Level 3 for SIP Trunking with Advanced E-911 Service?

**Single Vendor for SIP trunking and advanced E-911:** Level 3 provides the ease, simplicity and reduced costs of deploying a Skype for Business-ready, real-time address updated Advanced-911 solution through a single vendor. That means less hassle at integration, less time spent on service management, less management of vendors, less network expense and overall, fewer headaches.

**Microsoft Skype for Business Qualified:** Level 3 was the first vendor qualified on the Microsoft Skype for Business platform for both voice (SIP trunking) and E-911. Level 3 will also provide field support for Microsoft overlay teams via our own solution architects.

**Streamlined Management:** Simplify network, billing and vendor management by consolidating your voice and E-911 services to a single carrier that operates a large local voice footprint in the United States, covering 87 percent of the U.S. population.



## ABOUT LEVEL 3

We build, operate and take end-to-end responsibility for network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

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