# Voice PRI Redirect – Added Assurance for Business Continuity

Voice PRI Redirect is an available business continuity option for customers with traditional TDM Voice PRI service. Whenever you’re flooded with calls or if a disaster strikes, Voice PRI Redirect ensures incoming calls get through to an alternate number so

you can continue to operate your business.

### Is Your Business Protected from the Unexpected?

TelNet Worldwide Voice PRI Redirect assures communications won’t be lost – even when all
else fails.

* Calls automatically re-routed during emergency or peak volume
* Protect incoming calls
* Ensure continuity
* Important part of Disaster Recovery plan

## What is Voice PRI Redirect?

Voice PRI Redirect is an optional service available with your traditional TDM Voice PRI service. In the event of an emergency or an unusually high peak in call activity, calls to any number on your PRI are automatically redirected to another phone number.

More specifically, in the event that your TelNet-provided Voice PRI reports an “Out of Service” or “All Trunks Busy” condition when there is an attempt to complete a call to any number on the PRI, Voice PRI Redirect automatically reroutes calls to one predetermined 10-digit ‘redirect’ number. Once the PRI service is restored or overflow calls subside, normal call activity to the PRI is automatically restored as well.

## What would cause Voice PRI Redirect to reroute calls?

Any circumstance where the Voice PRI would report an “Out of Service” or an “All Trunks Busy” condition would trigger the PRI Redirect feature to automatically reroute to the
pre-determined 10-digit number. Circumstances where these conditions would be reported include a T1, smartjack or PBX failure, or call volumes exceeding capacity beyond the number of channels. Applications for businesses include business continuity during an outage, disaster recovery and call management during peak hours for a given location.
The PRI Redirect functionality would not work in the case of a catastrophic switch
or transport network failure.

## How is Voice PRI Redirect set up and activated on my TelNet Worldwide PRI Service?

It’s so easy! Simply complete this form (with signature) and submit it with your TelNet Worldwide Voice PRI order. TelNet Worldwide will configure Voice PRI Redirect as designated with your PRI service. Once configured, the service will simply work automatically when triggered; no other action is required to turn the service “on” or “off”.

# Protect Your Business Today Provide the following information to set up Voice PRI Redirect:

Customer / Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TelNet Worldwide Order Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Main Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Redirect Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_