

Fail-Safe Router

Fail-Over QoS Router Ensures High Quality and Reliable Phone Service

DRAFT

VoIP phone service has tremendous performance and cost advantages over legacy phone service but it depends upon a reliable, high quality Internet connection.

Three parameters describe the your Internet connection:

1. The maximum data rate
2. Number of 'Lost' packets
3. Delivery time

Maximum data rate, is the only one advertised by the dominant providers of Internet access, your cable or phone company. And even then they only advertise speeds 'up to' some rate, which means you may only get that rate at 3 AM.

Quality of Service involves the other two parameters and is required "If it absolutely, positively has to be there tomorrow" (FedEX). For Internet traffic 'tomorrow' is instead '100 milliseconds from now'.

You get absolute, positively:

**NO assurance of Quality of Service
with a cable or phone company
Internet connection**

Why don't they offer any Quality of Service option?

Because they sell their own phone service products, and they know that if their Internet service provided Quality of Service most people would switch to VoIP phone service.

What is the bottom line here?

Your current Internet connection may work just fine.

You may experience voice quality issues:

- * If you upload or download data while you are on a phone call.
- * If some one on your local node transfers a lot of data.
- * Transferring video or music files is especially troublesome.

No phone service if your Internet connection is down.

But, your incoming calls can still go to voicemail, and will be emailed later, or, your calls can be temporarily forwarded to your cell phone

By using my current Internet connection for VoIP phone service I realize that:

I may save some money on the costs of Internet access and/or equipment.

But, I may experience some voice quality problems, or service interruptions, and these problems are due to the lack Quality of Service or backup capability from my current Internet provider.

But, all interactive Internet applications require Quality of Service, especially VoIP and gaming. So what happens? Well, sometimes they work fine and sometimes they don't.

Freeway analogy

It is all about congestion.

If you don't drive on the freeway during rush hours or live outside a major city then travelling on the freeway is fast and easy.

But if you have to drive during rusy hours then you won't get to where you are going on time or you'll give up and go home.

It is all about congestion.

Quality of Service on the freeway is the diamond lane, even during rush hour cars in the diamond lane move right along.

How does Phone Essence ensure Reliability and Quality?

We work with our sister company Coinet, a local Internet Service Provider with over 13 years experience.

For Reliability we provide a second Internet connection and install a Fail-Safe Router which watches both connections and automatically switches traffic between the them if one should be interrupted.

For Quality of Service we program the router and our equipment to give priority to VoIP packets, the Internet version of the freeway diamond lane.

The Phone Essence Advantage

The telecommunications industry is full of providers trying to differentiate themselves by claiming better value, service or solutions. But they are all actually selling the same product; expensive and inflexible hardware using yesterday's circuit based technology.

Phone Essence Business Phone Systems are truly different. We offer far more features for a lower price because our systems use computers, Internet technology and are 100% packet based. We bring the essence of the Internet Revolution to voice communications.



541-389-1299 25 NW Minnesota Bend OR