

# ShoreTel Connect CLOUD Connectivity



## ACHIEVE HIGHEST LEVELS OF SERVICE QUALITY AND AVAILABILITY

Customers choose ShoreTel for primary and backup circuits because we offer 24 x 7 monitoring of all connectivity and full installation and maintenance of the circuit.

ShoreTel Connect CLOUD is a premium hosted and managed business communications service. With a premium service comes options for superior voice quality and availability as well as service level guarantees. To achieve the highest level of performance, Connect CLOUD offers primary voice circuits like T1, MPLS and Ethernet connectivity.

Additionally, ensuring the continuity of your business means being prepared for the unexpected with a connectivity infrastructure that's resistant to calamity and able to recover quickly when catastrophe strikes. That's why ShoreTel offers our customers a variety of connectivity and backup circuit options.

Customers choose ShoreTel for connectivity because we offer 24 x 7 monitoring and full installation and maintenance of the circuit.

ShoreTel's years of experience with many ISP's nationwide ensures that our customers have a reliable escalation path from a team of dedicated professionals. Business continuity is safeguarded with automatic failover in the case of primary circuit failure.

### Circuit Options

Please contact your ShoreTel Connect CLOUD representative to discuss the best backup connectivity option for your circumstances and needs. Availability spans across North America and is determined by your building infrastructure.

### EOC (Ethernet Over Copper)

Bandwidth is symmetrical and comes in four speed options

- 5mb upload/5mb download
- 10mb upload/10mb download
- 15mb upload/15mb download

### BENEFITS

- 24 x 7 x 365 monitoring of all connectivity
- Full installation and maintenance of the circuit
- Automatic failover in case of primary circuit failure
- Team of dedicated professionals

- 20mb upload/10mb download
- Provided on multiple pairs of bonded copper infrastructure

Because multiple pairs are bonded, if a single pair goes down the whole connection is not lost. At most a slight degradation in bandwidth is experienced.

### Cable

Bandwidth is not symmetrical and comes in five speed options

- 8mb upload/1mb download
- 10mb upload/1mb download
- 15mb upload/1mb download
- 12mb upload/2mb download
- 15mb upload/2mb download

Entry way is separate from your main circuit's facilities and provided on different technology, i.e. cable not copper

### T1 Circuit

Bandwidth is symmetrical with 1.5mb upload/1.5mb download speed.

Provides fully private network for your voice quality.

Dedicated circuit provided on fiber or copper infrastructure depending on geo-location.

Entry way is separate from your main circuit's facilities where available.

### DSL (Digital Subscriber Line)

Bandwidth is not symmetrical and comes in four speed options.

- 8mb upload/1mb download
- 10mb upload/1mb download\*
- 15mb upload/1mb download
- 15mb upload/2mb download \*Most common install.

Provided on copper infrastructure.

Entry way is separate from your main circuit's facilities where available.

Want to know more?  
Talk to an expert.

Visit [www.shoretel.com/findareseller](http://www.shoretel.com/findareseller)

### ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

**World Headquarters**  
960 Stewart Drive  
Sunnyvale, CA 94085  
USA  
shoretel.com

+1 (800) 425-9385 Toll Free  
+1 (408) 331-3300 Tel  
+1 (408) 331-3333 Fax

**EMEA**  
Inspired  
Easthampstead Road  
Bracknell, RG12 1YQ  
+44 (0) 1344 208800 Tel

**APAC**  
8 Temasek Boulevard#41-03  
Suntec Tower 3  
Singapore 038988  
+65 6517 0800 Tel

