foreground

SERVICE OVERVIEW

# Managed VoIP

We provide, provision and administer the phone system. Your telephone service stays separate, on the carrier you choose.

MANAGED BY FOREGROUND

## The phone system and the hardware



- Desk phones and headsets
- PBX, extensions, ring groups and call routing
- Network readiness, PoE and QoS on site

SIP TRUNK

PROVIDED BY YOUR CARRIER

## Telephone service and numbers

- Virtually any SIP provider works — bring your own
- Numbers, porting, inbound and outbound minutes
- E911 registration and emergency call delivery

## WHAT WE HANDLE FOR YOU

### Hardware supplied

Phones and accessories sourced, configured and replaced by us. No capital purchase to manage.

### User provisioning

New hires, extensions, device pairing and permissions set up on request.

### Voicemail setup

Boxes, greetings, PINs and voicemail-to-email configured per user.

### System administration

Auto attendants, hours of operation, hunt groups and call flow changes.

### Updates and monitoring

Firmware, security patches and registration monitoring on the system we run.

### Support and changes

One point of contact for moves, adds, changes and day-to-day questions.

## YOUR TELEPHONE SERVICE

BRING YOUR OWN SIP

### Keep the carrier you have

Keep an existing carrier or move to any provider you prefer. We configure the trunk, dial plan and failover against their credentials, and the billing relationship stays yours.

OPTIONAL BUNDLE

VOIP.MS

### Add VoIP.ms service

We partner with VoIP.ms. Choose the bundle and we coordinate numbers, porting and trunk setup with them so the system and the service arrive together.

**IMPORTANT DISCLAIMER**

Foreground is not a telecommunications provider. We supply, configure and manage phone system hardware and software only. Telephone service, telephone numbers, call transport and E911 emergency service are provided by a separate, independent telecommunications carrier under its own terms, and that carrier is solely responsible for the availability of those services, including emergency calling.