



Data Connections Overview

Virtual Office is a hosted VoIP solution which uses your data connection (WAN, Internet) to carry your telephone calls. It uses your company's existing data network infrastructure rather than dedicated or proprietary telephone wiring.

Because Virtual Office shares your data connection with your other network traffic, how this sharing occurs must be considered when pairing Virtual Office with your data connection(s). Some connection and network solutions guarantee voice quality; and other solutions do not. This is a trade off that must be carefully considered and weighed against your business needs and goals when purchasing.

It is important to pair the right network solution with Virtual Office to balance reliability with cost savings to meet your company's requirements. Please see the information below and discuss this information with your sales representative to insure you get the right network solution paired with Virtual Office before purchasing.

Connection Type	Audio Prioritization	Best Effort	Traffic Shaping Available
Comcast		X	X
FTTN DSL		X	X
Velocity T1	X		
Qmoe	Yes, when Velocity is the ISP		
All other 3rd party connections		X	Conditional*

*The connection must have at least 10 Mbps downstream throughput and 2 Mbps upstream throughput, and the throughput must be consistent and reliable in both directions for LinkShaper to be effective. LinkShaper also requires the WAN modem to be separate from the router as all traffic must pass through the traffic shaper for it to be effective.

Service Level Terminology

Audio Prioritization - Audio prioritization is when a link can send audio before any other data to guarantee a high quality of service for voice services. When audio prioritization is present, other traffic types and congestion do not affect audio even when heavy congestion occurs on the network link.

Best Effort - Best effort service means audio traffic is treated the same as all other data traffic. On "Best Effort" connections audio packets are dropped along with all other data packet types when congestion occurs. For audio this can mean breaks in the audio, intermittent cell phone like quality, or even complete loss of audio in the most severe cases of network congestion. Please see our "Best Effort Notice" for complete details.

Traffic Shaping - Velocity Telephone's LinkShaper provides preferential treatment for audio and VoIP packets on what is otherwise a "Best Effort" connection. With LinkShaper, non-VoIP traffic is controlled to allow voice traffic to travel reliably over the network and reduce or eliminate contention for bandwidth when network congestion occurs. With LinkShaper's traffic shaping you get a much higher level quality of service than you would otherwise receive with a plain "Best Effort" connection when congestion does occur, but note that it cannot fully guarantee voice quality the way a true "Audio Prioritization" solution can.