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Algo Loud Speaker Paging System

The Algo adapter eliminates the need for an ATA or FXS port. Features include HD audio quality with isolated and balanced line output for optimum clarity and intelligibility without hum or noise. To the network side, Segra's device is a SIP endpoint for easy integration with Segra's HD Hosted Voice. It is configured using the intuitive web interface or provisioning capabilities. On the paging side, Segra's device provides balanced audio output using both an XLR connector and terminal block for easy connection to an amplifier, along with a dry contact closure if required by the amplifier.

Desk Phone — **Secure Network** — **Algo Device** — **Facility Speakers**
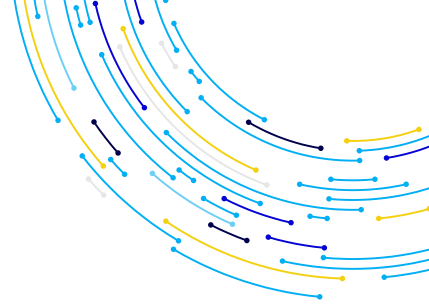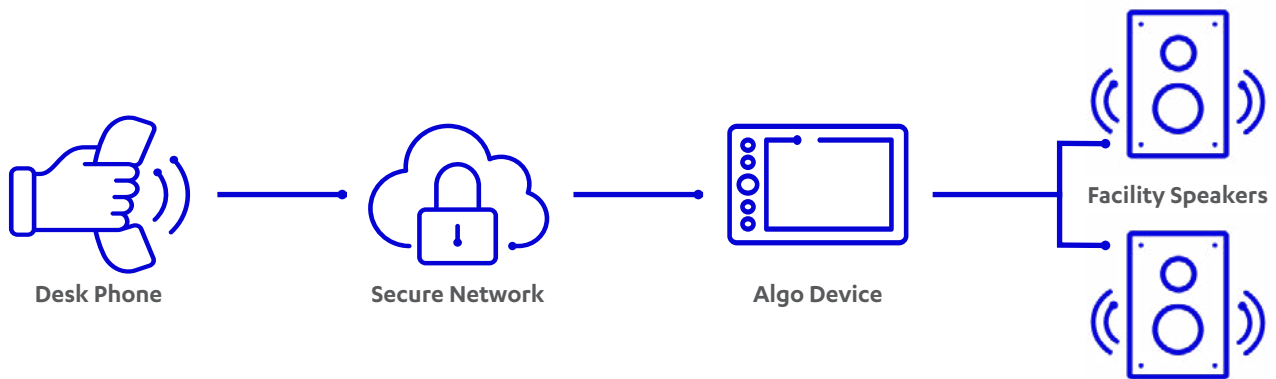
Features

- Output Level - compatible with consumer, commercial, and pro-audio amplifiers requiring either -10 dBm, 0 dBm or +4 dBu line level.
- Audio Input - (also balanced and isolated to prevent equipment ground loops) can be used for auxiliary input insertion of Segra's device between existing equipment. This allows IP based paging or emergency notification to take control of the amplifier as necessary.
- AUX Input - 3.5mm jack for analog music input
- AUX Output - 3.5mm jack for headset or PC speakers
- Line Input - Female mini-XLR 10 kOhm balanced maximum level +4 dBu. Transformer isolated internally.
- Line Output - Low impedance balanced output. Line level -10 dBm / 0 dBm / +4 dBu. Transformer isolated internally. Male mini-XLR connector and pluggable terminal block. Frequency response 100-7000 Hz +/- 3dB.

Specifications

- A virtual number is required for each device deployed in the field.
- To incorporate multiple zones, and additional virtual number and additional devices will be required per zone.

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Backup as a Service

BaaS is a differentiated private cloud solution, housed in our enterprise grade data centers, and supported by our dedicated solution architects and support teams. In combination with our expansive fiber network, Segra's BaaS solution provides end-to-end security and reliability.

Data created and managed by today's organizations is a critical corporate asset requiring protection against system failures and external threats. Further complicating the task is the growing complexity of the data, systems involved and amount of data requiring protection. Our Backup as a Service (BaaS) application is part of our managed services platform supporting both physical and virtual servers with a flexible protection plan that allows our clients to create a protection plan that aligns with the business value of their data. The application provides capabilities such as data retention, data protection, monitoring and reporting, and centralized management.

Customer Benefits

Enterprise Class Data Protection
A fully integrated single suite of data management and protection capabilities that align with business strategy, security and compliance.

Only Pay for What You Use
Consumption-based pricing – for example per GB, per endpoint device etc.

Capacity Planning
Capacity issues are taken care of by Segra's reliable solution that scales with your needs.

Platform Availability
Use backup 99.99% of the time, in a HA redundant configuration for business continuity.

Client-Side De-Duplication
Only backup unique data for faster backup and greater cost savings.

Compression
Store data in compressed format for cost savings and less data to store.

Encrytion on the Wire and at Rest
Security is fully integrated through advanced authentication and encryption protocols.

Multiple Portfolio Plans
Pay for only what you need with flexible plans that meet your backup requirements.

Backup Files
Backup entire file system and any file type.

Windows and Linux Support
Regardless of your choice of OS, backup your full application stack.

Active Directory Integration
Control data visibility for end users with permissions.

Data Security and Privacy
By default, administrators cannot view customer data in any way.

Data Portability and Orchestration
Migrate legacy environments to the new platfom helps speed up data migration of workloads including transforming physical to cloud virtual.

Native Connectivity to the Cloud, Efficient Data Transfer and Automate Cloud Workload Creation
Modernized approach to cloud Disaster Recovery means higher reliability and lower cost enabling data governance to span to the Cloud.

Dark Fiber

As an enterprise grows, its connectivity needs increase and become more complex. Its demand for bandwidth may rise rapidly, a need that must be satisfied quickly for the enterprise to continue accelerating. Or, the enterprise might have links to a data center involving network interfaces not supported by the carriers serving that location. The enterprise may also have critical applications with strict low-latency requirements. If an enterprise has any or all of these needs, they may want a network infrastructure they can directly control and customize to suit their bandwidth, interface, and application requirements.

Segra Dark Fiber provides fiber-optic connectivity an enterprise can fully manage itself, from equipment selection and deployment, through network monitoring and performance. With this level of control, Dark Fiber gives an enterprise a dedicated network infrastructure they can tailor precisely to their needs. The enterprise supplies the equipment and resources necessary to light the fiber, implement networking protocols, and monitor and manage network performance.

Customer Benefits

Control
Dark Fiber provides the freedom to choose the network equipment and protocols that best meet an enterprise's specific needs.

Scalability
With Dark Fiber, network capacity is easily increased as bandwidth requirements grow.

Performance
Segra Dark Fiber delivers physical connectivity without network protocols that can introduce latency

Cost-Effective
As bandwidth increases, monthly Dark Fiber lease costs remain consistent and predictable.

Secure
Dark Fiber offers a private, fully dedicated physical network infrastructure to secure corporate data.

Features

- Dark Fiber – available on Segra metro and long-haul footprint
- Network construction competency – Dark Fiber leverages Segra's core competence in building new fiber networks
- Premium regional data network – available for carrier-managed connectivity needs, such as Internet access

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Segra Data Centers

Segra's data centers focus exclusively on enterprise class data center services. Segra data centers offer high availability data center services out of 6 enterprise data centers serving 24 states across the U.S.

Our 6 enterprise class facilities located in North Carolina are staffed 24/7/365, are SSAE 16 SOC 2 Type II certified, and PCI DSS and HIPAA compliant. Enterprise services include Colocation, Infrastructure as a Service (IaaS), Disaster Recovery as a Service (DRaaS), Storage as a Service, Security as a Service, and Backup as a Service (BaaS). Segra's Charlotte data center acts as a Carrier Hotel, with 12 of the largest carriers in Charlotte having fiber routes and/or Points of Presence (POP) within our facilities, allowing robust, cost-effective options for our clients. With direct connectivity from the Segra fiber footprint, along with ample options for connectivity, Segra's data centers are uniquely positioned to offer clients on-net data center and colocation services.

Customer Benefits

Colocation Services
Private cabinet or secure private cage, direct Internet access, single or dual power feeds, 24/7 NOC support and customer access with remote hands support, and direct connectivity to Azure, AWS

Disaster Recovery as a Service
Best of breed service leveraging industry leading partners including NetApp, Zerto, VMware, and Cisco

Infrastructure as a Service
Enterprise solutions that make sense to our clients who would like their infrastructure delivered as a service with an SLA. Includes monitoring, spares, SPLA licensing (OS, SQL, VMWare, Exchange) and patch management

Backup and Recovery as a Service
Backup/Restore Services to keep your data safe and secure

OS Management
Includes installation and ongoing monitoring and management of the operating system

Security as a Service
Including managed firewalls, IDS, IPS, routers and switching layer

Storage as a Service
Leverage state of the art high performance storage with an SLA

Features

- Eight Enterprise data centers comprising over 79,000 square feet of data center floor space
- Locations: Charlotte, NC (2), Kannapolis, NC, Raleigh, NC, Winston-Salem, NC (2)
- State-of-the-art Power, Cooling and Security in all facilities
- Diverse fiber points of entry
- Carrier-grade equipment
- Fully redundant carrier fiber access

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Distributed Denial of Service Protection

Distributed Denial of Service (DDoS) attacks can strike at any time and compromise your user/customers' experience and can often shut down networks completely, resulting in lost productivity, revenue and costly bandwidth charges. Segra's DDoS protection service employs a multi-layered approach to DDoS defense to ensure your organization is safeguarded from both complex, stealthy DDoS attacks, and large saturating attacks.

DDoS protection appliances are located at high-volume entry points on the Segra core network where attacks are most likely to occur, such as public transit connections, and automatically inspect all traffic as soon as it arrives immediately discarding malicious packets while sending legitimate packets to their destination. During this process, other network services continue to operate without interruption, even latency sensitive applications like voice and video.

Customer Benefits

Service Availability
DDoS attacks aim to overwhelm a server, service or network with excessive traffic, causing legitimate users to be unable to access the services. This can lead to significant downtime and disruption of operations.

Reputation Damage
Frequent or prolonged service outages can damage a company's reputation, leading to a loss of customer trust and potential long-term harm to the business.

Financial Impact
Prolonged downtime can result in substantial financial losses, not only from lost business but also from the costs associated with mitigating the attack and restoring services.

Security Breaches
While the primary goal of a DDoS attack is to disrupt services, it can also be used as a smokescreen for other malicious activities, such as data breaches or malware infections.

Operational Efficiency
Ensuring that services remain available and operational is critical for maintaining business continuity and efficiency.

Types of Attacks

- **Volumetric Attacks:** These attacks flood a target's infrastructure with massive amounts of traffic (measured in bps/pps), leveraging easily accessible and high-bandwidth connected devices to form increasingly powerful botnets.
- **TCP State-Exhaustion Attacks:** Exhaust protocol resources in servers, load-balancers, firewalls and routers by exploiting stateful nature of TCP protocol.
- **Application Layer Attacks:** 'Low & slow' attacks that stealthily exhaust application resources as opposed to flooding a targets network.

Features

- Continual threat definition and behavior updates ensure the system's protection analytics are never caught off-guard by an unfamiliar mode of attack.
- As your business grows and your needs change, the system's scalable architecture adapts to provide the right level of defense no matter what.
- Infected traffic is identified and mitigated; ordinary traffic keeps flowing with minimal latency.

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Dedicated Internet Access

High-speed connectivity to the Internet is a must-have for your IT systems and your presence with customers. Don't slow your business down with Internet access that's shared, congested, unpredictable and not secure. Segra Dedicated Internet Access (DIA) provides a dedicated, secure, reliable connection to the Internet that has guaranteed bandwidth.

Your site is connected to the Segra Internet PoP by a local access loop. The bandwidth on the loop is dedicated, not shared across many users, which preserves your Internet connection speed since there is no competition for the bandwidth.

Customer Benefits

Dedicated Access
Your bandwidth connection to the Internet is not shared, giving you reliably fast access to the web.

Synchronous Upload and Download Speeds
With Segra DIA, Internet upload and download speeds are the same, enabling the consistent access performance needed for online transactions to complete quickly.

Bandwidth Scalability
DIA bandwidth can be increased as your Internet access needs grow.

Multi-Service Support
The DIA connection can support other network services, providing a single network for your telecommunication needs. In addition, interoffice traffic can be separated from Internet traffic for security purposes.

Multi-Site Support
DIA can connect multiple sites to bring current and future locations online.

Carrier-Class Service Level Agreement (SLA)

Specifications

- Speeds - 10 Mbps to 100 Gbps
- Ports - 10/100 Mbps, 1 Gbps, 10 Gbps, 100 Gbps
- Access - Type 1/on-net or Type 2/off-net access
- Availability - Across the entire Segra networkt

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Disaster Recovery as a Service

Protecting your business data as part of a well-designed business continuity plan has never been more complex or important. Market segments including government, financial services and healthcare have created specific business continuity requirements to promote standards and assure compliance including; Continuity of Government (COG), Resiliency Maturity Model and HIPAA's "Security Guidelines". In response to these market needs, Segra has worked with best-of-breed partners to develop a robust Disaster Recovery as a Service (DRaaS) solution.

As an expansion of Segra's managed services platform, Segra's DRaaS solution recognizes and addresses the problems caused by unplanned and planned disruptions. DRaaS is a differentiated private cloud solution, housed in our enterprise grade data centers, and supported by our dedicated development and support team. DRaaS provides a robust feature set, long-term retention and continuous replication at the virtualization/hypervisor layer resulting in a high-performance disaster recovery and archival solution. The DRaaS solution provides end-to-end security and reliability. In addition, the solution is storage agnostic; supporting mixed hypervisors and ensuring replication of any data center or site including private cloud, public cloud, service provider or branch office.

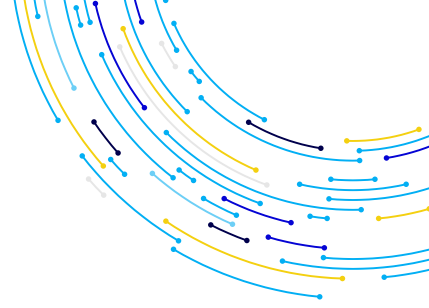| Unplanned Disruptions	Planned Disruptions
User Errors	Mergers & Acquisitions
Infrastructure Failures	Move to Cloud
Security & Ransomware	Data Center Consolidation
Natural Disasters	Maintenance & Upgrades

Features

- Expansive fiber infrastructure
- Competitive price points
- Turnkey solution
- Enterprise grade data centers with dedicated development and support team
- Experienced data center teams adept at solving business continuity issues and ensuring compliance
- Aggressive standard service levels with recovery point objectives (RPO) of seconds and recovery time objectives (RTO) of minutes
- Easy management with simplified UI (3 click fail-over)
- 99.99% solution availability
- Flash storage

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E-Access
Wholesale Ethernet

Our MEF compliant E-Access service extends your network and scales as your bandwidth demands grow. E-Access expands your native footprint by providing last mile connectivity to your end users via the Segra network, using bandwidth granularity and capacity that meets a range of application needs. Segra's expansive fiber network serves major markets across the U.S. The Segra E-Access service is ideal for providers that need standards-based, scalable connectivity to serve customers outside their footprint in these markets.

E-Access is implemented in a hub configuration, with multiple Ethernet access links aggregated at a single External Network-to-Network Interface (ENNI) that serves as the demarcation/traffic exchange point between your network and the Segra network. Operator Virtual Connections (OVCs) are established between the ENNI and your end-user locations (UNIs).

Customer Benefits

Improved Time to Market
Your bandwidth connection to the Internet is not shared, giving you reliably fast access to the web.

Scalability
With Segra DIA, Internet upload and download speeds are the same, enabling the consistent access performance needed for online transactions to complete quickly.

Cost-Efficiency
DIA bandwidth can be increased to up to 100G speeds, so there is plenty of room to increase bandwidth as your Internet access needs grow.

Standard Compliance
The DIA connection can support other network services, providing a single network for your telecommunication needs. If the connection includes Segra IP Voice services, QoS prioritizes bandwidth for the voice traffic. In addition, interoffice traffic can be separated from Internet traffic for security purposes.
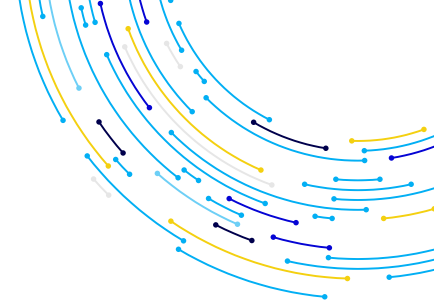
Specifications

- Speeds - 5 Mbps to 10 Gbps
- Ports - ENNI: 10 Gbps, 100 Gbps UNI: 100 Mbps, 1 Gbps, 100 Gbps
- QoS - Multi-tier, End-to-End Model
- Resiliency - LACP for ENNI Link Redundancy

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Enhanced Contact Center

Enhanced Contact Center is a premiere unified contact center suite, offering omni-channel web, email, chat and social customer interactions, along with integrated collaboration between your agents and back-office subject matter experts through voice, chat and video.

Whether you are a new business creating your first contact center, a medium size business looking to improve contact center operations, or a large enterprise needing visibility and control over multiple contact center sites and systems, Segra has a contact center solution that will fit your needs.

Features

Analytics-Driven Platform
Leverages a complex Analyzer to collect the data in ACDs, IVRs, WFOs, outbound campaigns, CRMs and other systems to automatically drive the behavior of contact center agents and systems.

Centralized Queue in the Cloud
Allows customer interactions from anywhere in the world to be queued centrally in the network and routed to distributed teams and agents in a dynamic fashion.

Centralized Standard Routing Rules
Regardless of where the agents are located, supervisors centrally manage routing strategies to respond quickly to changing traffic conditions and performance.

Omni-Channel Interaction Routing
Voice, email and chat are managed and administered centrally so that voice and non-voice interactions are no longer managed in silos.

Comprehensive WFO Suite in a Unified Environment
Dynamic scheduling with agent participation, quality management and "voice of the customer" insights across channels via speech, text and desktop analytics.

Integration with Existing Systems Through Open Standards
Including SIP, XML, MSCML/MSML, VoiceXML, HTTP.
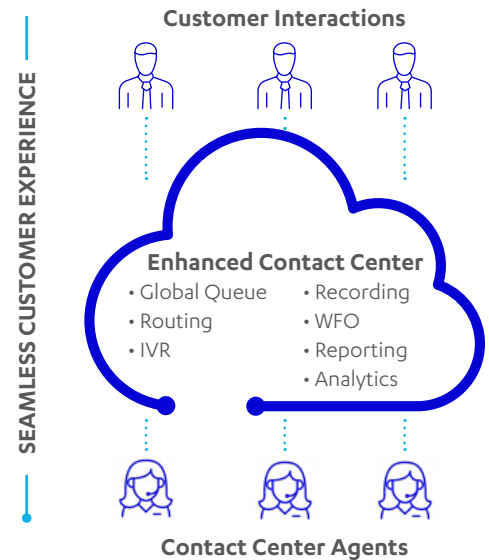
Screen Pops with Context Data
Customer data and call context is delivered to the agent in an automatic "screen pop". This includes data from other applications, ensuring that every interaction is effective.

Web Call Back
Customer specifies a call back time and number and is automatically connected.

Centralized Call Monitoring and Recording
Centralized quality management regardless of the agent, site or outsourcer taking the call. Stores calls in a hosted repository for long-term archival, replay and analysis.

Customer Interactions

SEAMLESS CUSTOMER EXPERIENCE

Enhanced Contact Center
- Global Queue
- Routing
- IVR
- Recording
- WFO
- Reporting
- Analytics

Contact Center Agents

Out of the box CRM Integrations

Microsoft Dynamics

NETSUITE

ORACLE®

salesforce

zendesk

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EPIK Edge
POTS Replacement

EPIK Edge offers a POTS alternative that is fully compatible with alarm, POS, and voice lines. EPIK Edge provides savings along with the best service in the industry. This patented technology is delivered over the 4G LTE network, with intelligent failover to internet or PRI connections for redundancy.

Based on a Class 5 Softswitch, the EPIK Edge device fully emulates a central office, delivering service quality and reliability – and allowing alarm providers a code-compliant network handoff for existing fire or intrusion panels and enabling compliance with both HIPAA and PCI standards. This product offers universal US availability, even at locations no longer served by traditional copper circuits.

Solution Capabilities

EPIK includes a Class 5 Central Office switch that supports traditional analog lines, including ones that are not compatible with other SIP-based or wireless solutions.

- Meets or exceeds national, state and local building and fire codes
- Approved for Life Safety applications
- Permitted under National Fire Protection Association (NFPA) 72 as a Managed Facility-based Voice Network (MFVN)
- Listed and approved for use as MFVN by California State Fire Marshall
- Tested and accepted by leading fire and burglar panel manufacturers
- Cutting-edge technology; Alarm Protocol Relay for latency-sensitive applications in hard-to-serve areas
- Compatible with all analog fax devices

4G LTE Dual Connection with Internet Backup

- Elevator Alarm
- Fire Alarm
- Security Alarm
- Emergency Call Box
- Access Control
- **Data Connection for Internet Backup**
- SCADA Devices
- Fax
- Modem
- Phone System/ Voice Backup
- ATM

Features

- Compatible with all analog line devices, including alarm panels, POS, elevators, FSK-enabled modem and fax
- Fire and building code compliant
- More reliable than traditional POTS with 24-hour battery backup, optional dual SIMs, and intelligent failover to internet connection.*
- Cellular backup to maintain site connectivity if primary internet access is unavailable
- Advanced security with end-to-edge encryption on calls and faxes
- Toll-free and existing DID numbers can be ported or new numbers assigned
- Advanced voice features including ringdown (auto dial when phone goes off-hook), forwarding, hunt groups and voicemail
- Cost savings of up to 30%

  * Some jurisdictions may require wireline connections for certain applications (Fire/Life Safety), and wireline connections may be necessary to furnish service at some locations.
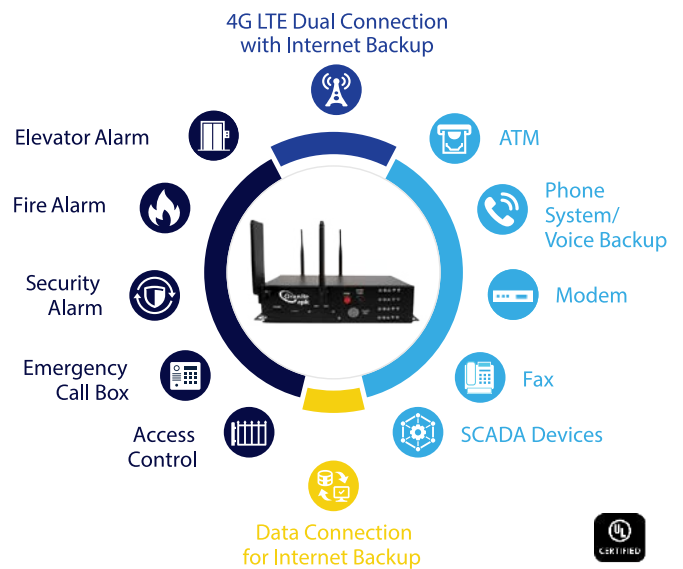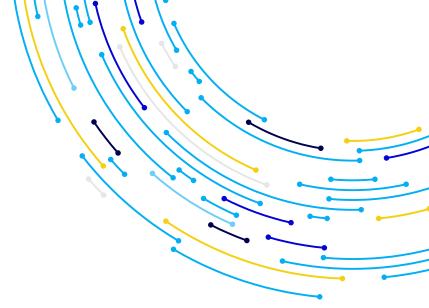
Ethernet WAN

Segra Ethernet WAN provides the configuration flexibility to join sites, the bandwidth scalability to feed applications, the access to reach the Internet and private VPNs at business speeds, and the service resiliency to keep your network running. Segra Ethernet WAN is ideal for enterprises that need to connect sites with a versatile, scalable, carrier-class network fabric. Our premium fiber network reaches major markets throughout the U.S., as well as outlying areas in the region not typically served by other providers.

Customer Benefits

Flexible and Scalable
Ethernet WAN service supports multiple topologies and a range of speeds to connect sites in the manner that best suits your application needs.

Cost-Efficiency
With Ethernet WAN, you pay only for the bandwidth you need, and you can increase bandwidth without expensive equipment upgrades.

Resiliency
Ethernet WAN includes resiliency mechanisms to ensure traffic delivery, as well as end-to-end Quality of Service (QoS) options for traffic prioritization across the Segra WAN.

Switched

Ethernet WAN switched is a Layer 2 service so it is transparent to your existing network, which simplifies administration and preserves control. In addition, your staff can make IP routing changes to your network without coordinating with Segra. Essentially, Segra Ethernet WAN connects your sites without any impact to your existing IP routing; your locations operate as if they were simply connected by an Ethernet cable.

Routed

Ethernet WAN routed is a Layer 3 service, it uses routing to send data between your organization's sites. The information is routed from your organization's LAN from one location to another, via the Segra WAN. Segra is responsible for the IP routing necessary to move the data across the WAN, freeing your IT team from this work.

	Switched	Routed
Topologies	MEF Certified Designs	Fully Meshed
QoS	Multiple Options	Multiple Options
Access	Type 1 (On-Net) or Type 2 (Off-Net)	Type 1 (On-Net) or Type 2 (Off-Net)
Ports	1 Gbps, 100 Gbps	1 Gbps, 100 Gbps
Speeds	10 Mbps to 100 Gbps	10 Mbps to 100 Gbps
SLAs	Carrier-class for Service Availability	Carrier-class for Service Availability

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Ethernet Layer 2

Segra Ethernet provides the configuration flexibility to join sites, the bandwidth scalability to feed applications, the access to reach the Internet and private VPNs at business speeds, and the service resiliency to keep your network running. Segra Ethernet is ideal for enterprises that need to connect sites with a versatile, scalable, carrier-class network fabric. Our premium fiber network reaches major markets in the U.S., as well as outlying areas in the region not typically served by other providers.

Once your requirements are established for network topology, access, speed, and traffic prioritization, the Segra Ethernet service is configured to meet these needs. Segra Ethernet is a Layer 2 service so it is transparent to your existing network, which simplifies administration and preserves control. We connect your sites without the need for your staff to modify IP routing information or exchange it with us. In addition, your staff can make IP routing changes to your network without coordinating with Segra. Essentially, Segra Ethernet connects your sites without any impact to your existing IP routing; your locations operate as if they were simply connected by an Ethernet cable.

Customer Benefits

Flexibility
Segra Ethernet service supports point-to-point and multi-point topologies to connect sites in the manner that best suits your application needs.

Scalability
Segra Ethernet offers a range of speeds that easily accommodate your network growth.

Cost-Efficiency
With Segra Ethernet, you pay only for the bandwidth you need, and you can increase bandwidth without expensive equipment upgrades.

Resiliency
Segra Ethernet includes resiliency mechanisms to ensure traffic delivery for traffic prioritization across the Segra network path.
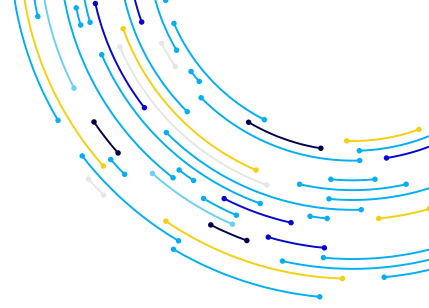
Specifications

- Topologies -- Support for E-LINE, E-ACCESS, ELAN, E-TREE topologies
- Access – Type 1 (on-net) and Type 2 (off-net)
- Ports – 1Gbps, 10Gbps, and 100Gbps
- Speeds – Select speeds from 10Mbps to 100Gbps

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Express Cloud Connect

Express Cloud Connect bypasses the public Internet and connects your WAN directly to a Cloud Service Provider (CSP), making the CSP a virtual endpoint on your network. You are then able to access the cloud service with the same speed, reliability and security as any other endpoint on your WAN. Express Cloud Connect, reaches multiple cloud providers, establishing them as virtual endpoints on your WAN.

Customer Benefits

Performance
Bypasses the public Internet to provide superior performance and reliability

Security
A private connection so data is never exposed to the public Internet

Flexibility
Reaches multiple CSPs without the need for a separate physical connection to each provider

Scalability
Configurable connections that are easily increased or changed as your business needs require

Cost Efficient
No additional physical ports needed with existing Segra network

Simplicity
Streamlines network administration by making cloud-based resources available from your existing WAN

|	Public Internet	Cloud Provider	Express Cloud Connect
High Performance		✔	✔
Reliability		✔	✔
Security & Compliance		✔	✔
Bandwidth Flexibility	✔		✔
Bandwidth Cost Efficiency			✔
Seamless Private Network Integration			✔

Features

- Speeds up to 10 Gbps

- Private Secure Connection

- CSP Available*:
  - Amazon Web Service (AWS)
  - Microsoft Azure
  - Office 365
  - SalesForce
  - Google Cloud Platform
  - SoftLayer
  - Oracle Cloud
  - IBM Cloud Direct Link

* The customer establishes the CSP relationship

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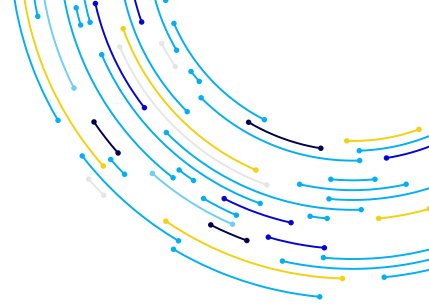
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Firewall

Segra's Firewall services provide an industry leading comprehensive, multi-layered, approach to security. Our offerings work together to eliminate or reduce the risks associated with blended attacks while coordinating security alerting, logging, reporting, compliance and response.

Segra firewalls apply security policies to all Internet traffic traversing your network. These policies are determined by the level of firewall protection you select in coordination with our expert engineers. Segra configures the service for your protection level and then activates, monitors and manages it. Hosted Firewall customers are served from our carrier-grade, geo-redundant platform housed in our data centers. This infrastructure ensures Segra provides the best customer experience and the highest level of protection possible. Both premise and hosted firewall customers benefit from cloud based intelligence feeds for rapid threat updates.

Features

Stateful Packet Inspection

Network Address Translation

Remote User VPN

Web Content Filtering

Web Application Firewall

Network Performance Analytics

Customer Portal

Essential Reporting

SSL VPN

Network Based Antivirus

Ad Integration

Concurrent VPN Sessions

Anti-Malware

Advanced Reporting

Application Control

Intrusion Prevention System (IPS)

DMZ Interfaces

Data Leak Prevention

Dashboard Analytics

Geo-Redundant *

Benefits

- Safeguards your business 24/7/365
- Preserves IT resources by offloading work *
- Saves CAPEX and OPEX associated with managed firewall *
- Leverages our expertise in network security
- Improves operational efficiency by providing a one-stop-shop solution for your firewall and WAN connectivity *
- Scales easily with network growth as you add bandwidth and add sites to the Segra network *

Functions

- Advanced Firewall
- Intrusion Prevention Service
- Anti-Virus/Anti-Malware
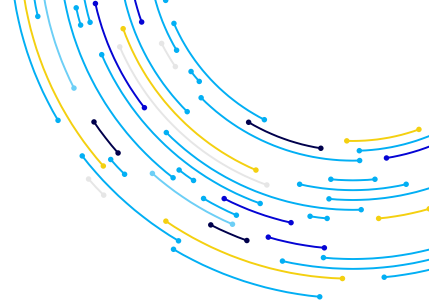- Content/Web Filtering
- Security Information Management

Specifications

- Premise Speeds: 1 Mbps – 5 Gbps
- Hosted Speeds: 1 Mbps - 5 Gbps
- Available across all Segra fiber network
- Pre-requisite Services: Segra DIA or Segra VPRN

* Specific to Hosted Firewall

SEGRA®

Hosted Voice with Webex

Hosted Voice with Webex offers a fully integrated collaboration experience, bringing together HD voice calling with advanced messaging and meeting capabilities, creating a secure environment for connecting and getting things done all-in-one inclusive platform. Our solution provides the functionality, security, and quality you require to work from home, on the go, or together in a meeting room.

At Segra, we offer a variety of seat options that meet a mix of user configurations tailored to fit each of your employee's unique needs and improve overall production for your business. With Hosted Voice with Webex, you have the option to start with the basic telephony seat like our standard package, or deliver advanced collaboration features for a user with our premium package that allows them to host up to 1,000 people per meeting.

Customer Benefits

Increased Performance
Ultra-fast fiber speeds take Hosted Voice with Webex above and beyond to take your business communications to a whole new level. Having your most business-critical solution on our fiber network provides you peace of mind and a quality experience for your employees and guests.

Communicate from Anywhere
With Hosted Voice with Webex, voice and data travel over the Internet, just as email does, so you can conduct 'business as usual' at the airport, on the road, client site...anywhere.

Easy to Integrate
Hosted Voice with Webex offers pre-built bots for third-party applications from vendors such as Microsoft, Google, Slack, Zendesk and many more. You can bring content into your space from other applications, as well as enable access to business information and alerts.

Secure & Reliable
The Segra private network ensures that you stay connected and protected – always. Your policies are in force even when employees collaborate with others outside of your company, through integration with your Data Loss Prevention (DLP) solution.

Suites and Seats That Fit

The Voice with Webex Suite includes two seat options - Standard and Professional. This suite is designed for users in your business that need calling features that work for both in-office and on-the-go. Both seats ensure that everyone fits into the Hosted Voice platform, while also providing the softphone application at these levels and competitive pricepoint.

The Collaboration with Webex Suite also includes two seat options - Professional + and Premium. This suite is built for users that need advanced calling features, along with collaboration features for leading your teams discussions. These users have increased group spaces as well as a dedicated meeting room for conferencing that can hold an increased number of participants.

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| | Voice with Webex Suite | | Collaboration with Webex Suite | |
	Standard	Professional	Professional +	Premium
Enterprise				
Private Numbering Plan (ext. Dialing, etc.)	•	•	•	•
HD Voice Codec	•	•	•	•
Online Management Portal	•	•	•	•
Outgoing Call Barring	•	•	•	•
Incoming/Outgoing Call Screening	•	•	•	•
Music On Hold	•	•	•	•
Group Features				
Busy Lamp Field	•	•	•	•
Hunt Group	•	•	•	•
Caller ID	•	•	•	•
3-Way Conferencing	•	•	•	•
Do Not Disturb	•	•	•	•
Calling & User Features				
Simultaneous Ring	•	•	•	•
Sequential Ring	•	•	•	•
Flexible Barring and Restrictions	•	•	•	•
Unlimited Domestic Long Distance	•	•	•	•
Call Logs and Call History	•	•	•	•
Voicemail to Email	•	•	•	•
Single Number Reach (Segra Anywhere)	•	•	•	•
Video Calling	•	•	•	•
Advanced Calling				
Virtual Background	•	•	•	•
Background Noise Reduction	•	•	•	•
Visual Voicemail	•	•	•	•
Contact Search	•	•	•	•
Enterprise Directory Search	•	•	•	•
Presence (Calling, Meeting & Status)	•	•	•	•
Personal Message Status	•	•	•	•
Join as Meeting Participant	•			
Messaging				
Fax Messaging (.pdf)		•	•	•
Chat (1:1 & Multi-party)		•	•	•
Voice and Video Conferencing		•	•	•
File Sharing		•	•	•
Desktop & Application Screen Sharing		•	•	•
Full screen and Gallery View		•	•	•
Search within Space		•	•	•
In-app Meeting Scheduling		•	•	•
Group Space Meetings		25	100	300
Whiteboarding/ Annotation		•	•	•
In-app Meeting Scheduling		•	•	•
HD Video		•	•	•
Full Screen & Gallery View		•	•	•
Desktop Sharing		•	•	•
Application Sharing		•	•	•
Screen Sharing on Mobile		•	•	•
Whiteboard		•	•	•
Annotation		•	•	•
Meetings				
Web Guest Experience			•	•
Personal Meeting Room (PMR)			100	1000
Join from a Video System (CMR)			•	•
Call in Audio #			•	•
Lock Meeting			•	•
Gestures & Raise Hand			•	•
Breakout Sessions			•	•
Polling			•	•
Recordings (Cloud)				•
Transcriptions				•
Floor Control				•
Presenter/Password Protection Controls				•
Alternate Host(s)				•
Media Quality Indicator				•
Remote Desktop Control				•
Advanced Features & Integrations				
Microsoft Teams Integration		(Calling only)	•	•
Microsoft Office 365 Calendar Integration			•	•
Google G Suite Calendar Integration			•	•
Slack Integration				•
Zendesk Integration				•
People Insights				•
Meeting Live Streaming				•

Hosted Voice

Whether your business needs to be able to handle more voice traffic or have more robust calling features, Segra Hosted Voice has you covered. We understand that the difference you make for your customers and the leverage you have over the competition may just be a call away. With the needs of business in mind, our Hosted Voice's scalable, efficient, cost-effective solutions use the latest technology and have the flexibility to expand as technology changes and your business grows.

With Hosted Voice, the possibilities are endless with advantages that far outweigh conventional phone systems. The demands on businesses today require fast, flexible, cost-effective and easy-to-use communication solutions. Because the difference you make for your customers and the leverage you have over the competition may just be a call away.

Customer Benefits

Increased Performance
Ultra-fast fiber speeds take Hosted Voice above and beyond to take your business communications to a whole new level. Having your most business-critical solution on our fiber network provides you peace of mind and a quality experience for your employees and guests.

Communicate from Anywhere
With Hosted Voice, voice and data travel over the Internet, just as email does, so you can conduct 'business as usual' at the airport, on the road, client site... anywhere.

It's Simple, Yet Powerful
Access voice and data from one single network – anywhere high-speed Internet is available.

Secure & Reliable
Segra's private network ensures that you stay connected and protected – always. Your policies are in force even when employees collaborate with others outside of your company.

Cost-Efficient
Save on operating expenses, equipment and maintenance costs and long-distance charges
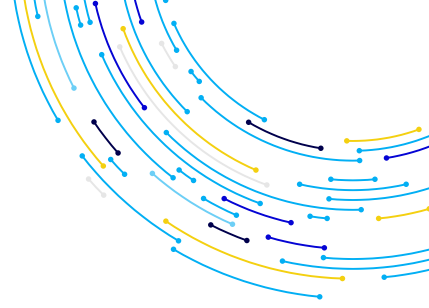
Specifications

- Over 100 IP calling features
- Unified Messaging
- Find Me—Follow Me
- Shared Call Appearance
- Remote Office
- User-friendly Web portal to access, customize and manage your phone service

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Infrastructure as a Service

Many organizations want to free themselves from maintaining at least some portion of their IT infrastructure. Owning and maintaining a local data center has physical and security requirements that are becoming increasingly complex to manage.

The Segra Infrastructure as a Service (IaaS) platform takes the data center headache out of customer managed server environments allowing them to focus on the deployment and functionality of their operating system and applications. Connect via our private fiber network into our 24/7/365 staffed, highly available data centers, and leverage all the compute and storage resources you need to run your most critical applications.

Segra's IaaS offering comes in two forms, a multi-tenant cloud offering for our clients requiring minimal resources, and a private cloud offering for customers requiring more dedicated resources. Segra's team will work with you to understand your current compute, storage, and software requirements and align them with the best Segra cloud solution.

Customer Benefits

Lower initial and ongoing costs

Multi-site replication options

Solution is simple and cost-effective

Virtualization, hardware, storage and networking always-on and always available

Control of your environment with access to powerful troubleshooting and analytics tools

Designed for scalability to meet your needs, whether you have 1 or 1000 virtual workloads

Features

- Highly available IT infrastructure to house critical applications
- Enable diverse set of enterprise applications
- Reduce IT costs
- Eliminate complexity
- Increase application availability
- Scale performance and capacity without disruption

Customer Managed	Segra Managed
Application	O/S
Data	Virtualization
Runtime	Servers
Middleware	Storage
	Networking

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IP Fax

With Segra's IP Fax you can quickly and easily migrate Fax Machines from Analog Phone Lines without sacrificing reliable fax delivery. Using a supplied ATA device, fax machines are easily connected to the Segra Network, bypassing the need for dedicated analog phone lines, expensive fax board hardware or dedicated fax servers. This allows all documents, whether paper-based or printed from a workstation, to be faxed at the same low-cost rate and convenience as a Segra Voice phone call.

Customer Benefits

Maintains Regulatory Compliance and Security
Reliably send faxes over the Segra network with HTTP(S) protocols HIPAA and SOX compliance.

Saves Cost
You can send a fax for the same cost as a Segra voice phone call and it eliminates the need for expensive hardware, such as fax boards and fax servers. In addition, integrating a legacy fax machine with an IP network costs less than replacing the device with a modern fax alternative like secure email.

Simplifies Operations
By IP-enabling legacy fax machines, the IP Fax service allows you to use your IP network for multiple types of traffic— faxing, voice and data, which streamlines network operations and administration.

Eases Transition to an IP Environment
IP Fax extends the life of traditional fax machines, so you can replace them with a modern alternative when it the most makes sense for your business.
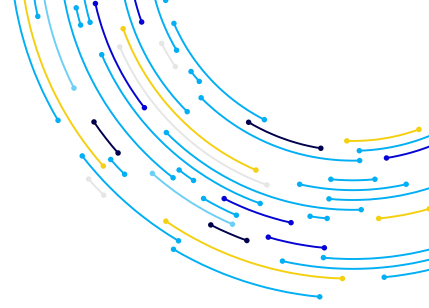
Supported
Our Customer Solution Center (CSC) provides immediate customer assistance and resolution. Proactive network monitoring and management is provided by our Network Operations Center 24/7/365.

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Managed Wi-Fi

There's a lot to consider: public Wi-Fi for guests, private Wi-Fi for employees, service terms and the security of each. Environmental elements affecting device placement and signal propagation, such as potential RF interference and physical-plant issues. Designing the Wireless LAN and Access Points to meet all of these requirements. Configuring and installing the equipment, then monitoring and managing it.

The Segra Managed Wi-Fi service is a complete solution from the end-to-end design and management of Wi-Fi access to the Segra WAN. Segra takes care of everything from designing and implementing your Wi-Fi access, to monitoring and managing its operation, including maintenance and repair.

Customer Benefits

Personalized Approach
Our certified technicians and engineers are based in your market and take a personalized approach to managing your devices and service.

Network Operations Center Support
The Managed Wi-Fi services are monitored and managed 24x7 by our Network Operations Center.

Frees Up IT Resources
Preserves your IT resources by offloading your enterprise Wi-Fi to Segra.

Cost Savings
Saves the operating expense and complexity of deploying and managing enterprise Wi-Fi.

Operational Efficiency
Improves operational efficiency and effectiveness by providing a one-stop-shop solution for your Wi-Fi and WAN service

Scalability
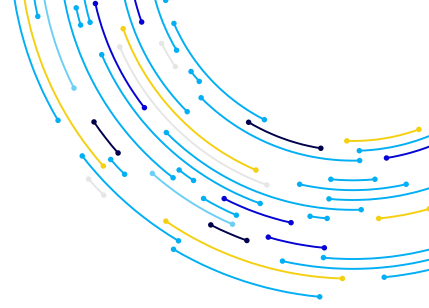Scales easily as your throughput needs increased.

Features

- Detailed pre-deployment study of Wi-Fi requirements, including the devices, applications, bandwidth, security measures and SSIDs to be supported, as well as hot-spot areas with high user density
- Extensive site survey to understand the current wired infrastructure, potential RF interference, floor plans, and cosmetic constraints on device mounting and color
- Wi-Fi Capacity Planner to determine the total number of Access Points and Internet bandwidth needed to meet the customer's requirements.
- Predictive modeling to synthesize all of the requirements information, design the WLAN, and show signal propagation
- Post-deployment survey to validate that the WLAN is functioning as predicted
- Visuals to illustrate predicted and actual WLAN functioning to the customer

Specifications

- Footprint: Available across the entire fiber network
- Pre-requisites: Segra WAN service (DIA or VPRN)

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Multiprotocol Label Switching

Segra's Multiprotocol Label Switching (MPLS) solution is a dedicated connection that uses the Segra private network to ensure maximum access to your vital services. It is ideal for critical business communications with voice, data and Internet connectivity. MPLS is also great for connecting multiple locations. This solution allows you to create point-to-point and multipoint to multi-point connections and tie all locations together over the secure MPLS network.

Segra's MPLS solution provides fast downloads and uploads, more reliability, scalability and security than DSL or Cable modems. Speeds using Ethernet are constant and provide greater broadband connectivity for transferring data and access to websites important to you company's operations.

Customer Benefits

Network Reach
Your Data is safe and secure on our expansive super-regional fiber network.

Trusted
Segra is a long-term provider for many local, state and federal agencies throughout the U.S.

Quality of Service
Quality of service (QoS) assured by our industryleading Service Level Agreements that fit your business needs.

Secure
Your data never touches the public internet. It remains on Segra's private fiber network, ensuring security and privacy. (VPRN and VPLS enabled)

Scalable
High scalable, cost-effective connectivity that can grow with your business.

Flexible
Secure, reliable, flexible solutions that are responsive to your business needs - anywhere, anytime.

Reliable
Our fully redundant network core assures your data is available on-demand and gets to it's destination - always.
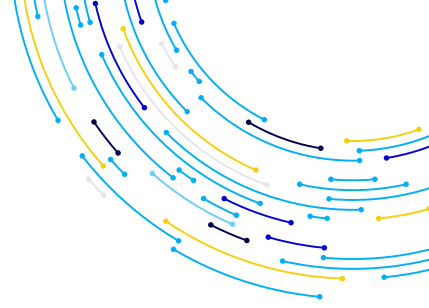
Performance
Our MPLS network ties together all your locations, enabling a converged private network for voice, data and video, to deliver increased performance and stability.

Local Support
Our local Network Operations Center (NOC) provides proactive network monitoring and management 24/7/365.

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Music On Hold

Customers can easily play customized audio content with continuous playback through multiple sources when placing callers on hold. Segra's Music On Hold (MOH) device provides a very convenient way for customers to connect their own music source (iPod, radio, CD player, etc.) through a 3.5mm connector at the customer premise or via Internet streaming.

Offsite Caller Placed On Hold

WAN

Enterprise

Music Source

MOH Device
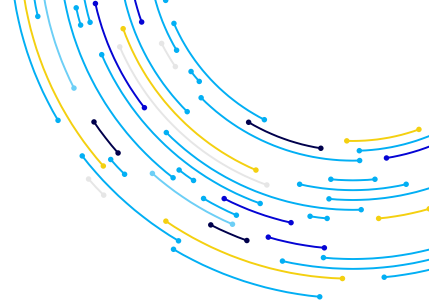
Places Callers On Hold
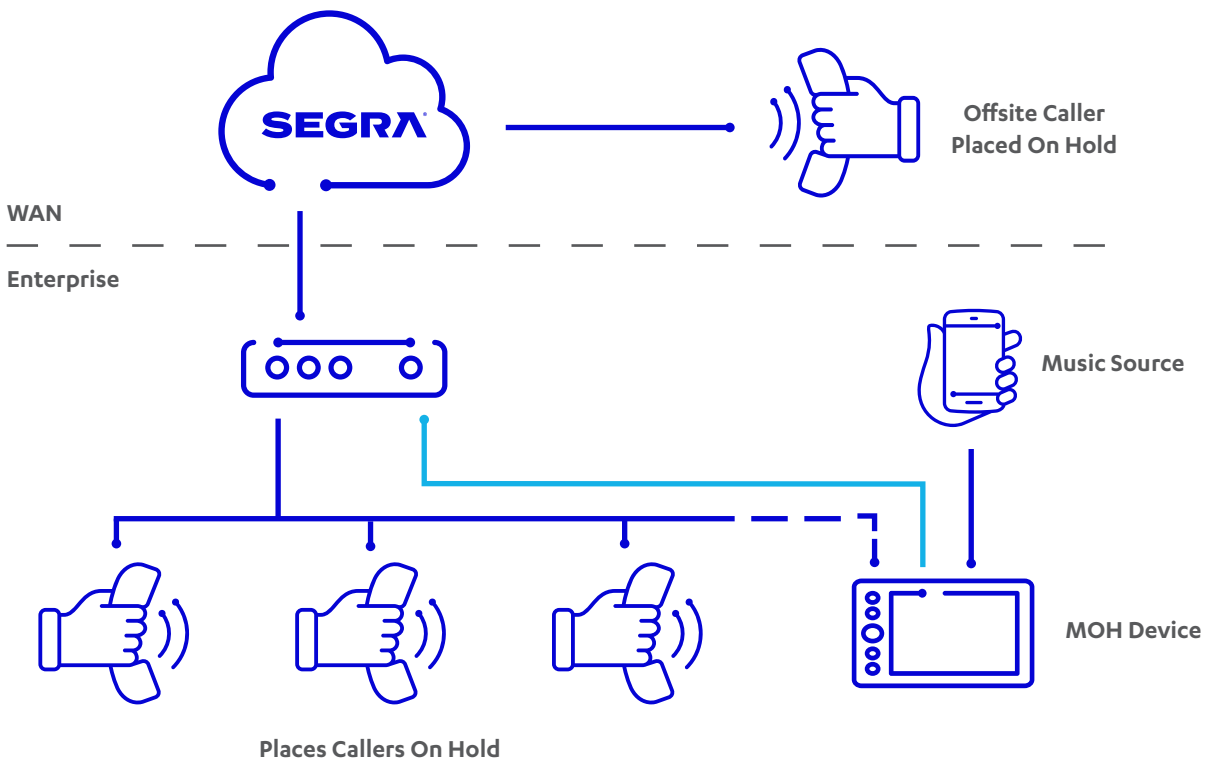
Features

- **Multiple Music Sources:** iPod, radio, legacy MOH Source, USB, URL, SD Card, etc.
- **Plays Multiple Music Formats and Qualities:** Virtually any format, including MP3 and streaming
- **Music Looping Capabilities:** Music is continuous
- **MOH Source Modifications:** Easily change content or streaming source at customer premise

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Software-Defined Wide Area Network

Segra's fully managed Software-Defined Wide Area Networking (SD-WAN) solution simplifies branch office networking by providing security, fail-over, application prioritization, and diverse connectivity options.

How it Works

SD-WAN (Software-Defined Wide Area Network) is a technology that simplifies the management and operation of a WAN by decoupling the network hardware from its control mechanism.

How it works:

1. Separation of Control and Data Planes: SD-WAN separates the control plane (which directs where data goes) from the data plane (which forwards data). This allows routing decisions to be made in software, rather than relying on specialized hardware
2. Centralized Management: SD-WAN uses centralized control to manage traffic across the network. This means policies can be applied uniformly across all network devices, simplifying configuration and management
3. Transport Independence: SD-WAN can use multiple types of transport, such as Ethernet, MPLS, broadband, LTE, and more, allowing for flexibility and redundancy

Customer Benefits

Centralized Management
Simplifies network operations with a single interface for monitoring and managing the entire WAN.

Path Selection
Automatically routes traffic over the best available connection (e.g., MPLS, broadband, LTE) based on real-time conditions.

Application-Aware Routing
Prioritizes critical applications like VoIP or video conferencing to ensure optimal performance.

Enhanced Security
E5

Cloud Integration
Optimizes connectivity to cloud-based applications and services.
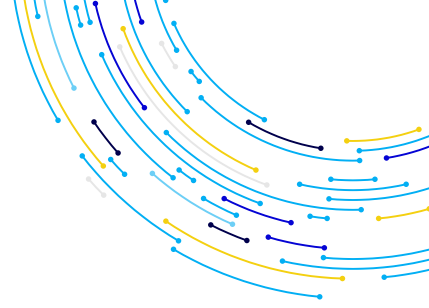
Cost Efficiency
Reduces reliance on expensive MPLS circuits by leveraging lower-cost broadband connections.

Failover and Redundancy
Ensures business continuity by automatically switching to backup links during outages.

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SIP Trunks

This service enables the customer's PBX to send and receive calls via a VoIP network connection. SIP Trunking utilizes a native SIP handoff (Session Initiation Protocol) to interface with the customer's IP PBX (Private Branch Exchange).

Customer Benefits

Cost Savings
Receive substantial savings on local and long-distance calls.

Scalable
You select the number of lines/trunks and easily add as you grow.

Seamless Transition
Segra SIP solution can be configured and delivered to work over an Internet connection.

Always Connected
No matter where your offices are located, your business is fully operational and connected.

Increased Profits
Leverage your Internet connection and investment by simultaneously sharing voice and data on one transport.

Local Support
Our Customer Solution Center (CSC) provides immediate customer assistance and resolution. Proactive network monitoring and management is provided by our Customer Network Operations Center 24/7/365.

Trusted Provider
Segra is a trusted and long term provider for many state and local services agencies across the U.S.
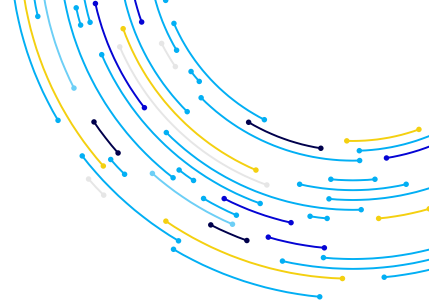
Features

- US Area Code Direct Inward Dialing (DID) availability
- Caller ID (name and number)
- Caller Record Detail (long-distance only)
- Shared Long-Distance minutes per line
- E911 support

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Small Cell Dark Fiber

With the explosion of mobile devices, the demand for data is spreading and climbing at an unparalleled pace. This growth is quickly exposing gaps in mobile network coverage where there is not enough capacity to handle peak traffic or enough reach to serve users. Wireless carriers are turning to the deployment of small cell sites to fill these gaps because the cells provide a pin-point solution, adding capacity and coverage precisely where it is needed.

When carriers deploy small cells, they need to extend, or front-haul their network to reach the small cells. This front-haul connectivity must have maximum performance and scalability; otherwise, it becomes a bottleneck. Segra Dark Fiber is ideal for the speed and growth needs of small-cell front-haul networks, providing physical connectivity with high capacity and minimal latency. Segra supplies dark fiber between each small cell and the centralized Base Band Unit (BBU) at the macro cell site. The carrier provides the equipment needed to light the fiber, as well as the systems and resources to monitor and manage the lit services.

Customer Benefits

Control
Freedom to choose the network equipment and protocols that best meet a carrier's specific needs.

Scalability
Easily increase network capacity as bandwidth requirements grow.

Performance
Delivers physical connectivity without network protocols that can introduce latency.

Cost-Effective
As bandwidth increases, monthly dark fiber lease costs remain consistent and predictable.
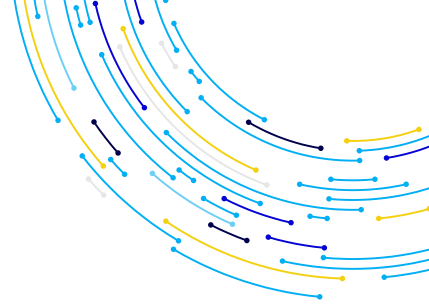
Secure
Offers a private, fully dedicated physical network infrastructure to secure corporate data.

Features

- Available on Segra metro and long-haul footprint
- Leverages Segra's core competence in building new fiber networks
- Available to connect the small-cell front-haul network to Mobile Switching Centers (MSCs) on the back-haul network

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Smart Wi-Fi™

At Segra, we understand that there's a lot to consider when assessing your Wi-Fi needs: providing public Wi-Fi for guests, private Wi-Fi for employees, service terms, and data security. And then, you must consider environmental elements affecting device placement and signal propagation, designing the Wireless LAN and Access Points to meet all of these requirements, configuring and installing the equipment, and having to consider monitoring and managing it.

The Segra Smart Wi-Fi solution is a comprehensive, customized solution that provides end-to-end design with next-generation enhanced customer experience features, smart technology tools for targeted marketing, enhanced data management ability and reporting, and state-of-the-art security. This technology solution is ideal for businesses specializing in large public gatherings.

Segra takes care of everything from designing and implanting your Wi-Fi access to monitoring, and managing its operation, including maintenance and repair. With 3 Smart Wi-Fi packages designed to help you improve your customer loyalty and grow your business, you can select what works best for your busines.

Customer Benefits

Personalized Approach
Our certified technicians and engineers take a personalized approach to network design and managing your devices and service.

Guest Insight
Gain new understanding about guest loyalty, demographics, dwell time, device type and more.

Data Analysis
Allows for exportation of data for analysis and improved operational and marketing efforts.

Campaign Management
Provides you with the all-in-one marketing/advertising campaign management, delivery and reporting.

Security
Smart Wi-Fi provides next-generation security for patrons and traffic inside the network and from outside traffic

One-Stop-Shop
Improves operational efficiency and effectiveness by providing a one-stop-shop solution for your Wi-Fi and WAN Technology service.

Support
Smart Wi-Fi services are monitored and managed 365/24/7 by our Network Operations Center.

Features

- **Multihoming:** Allows the aggregation of Internet access from multiple Internet access sources
- **High Availability Options:** Creates a system that can handle Internet traffic even if parts of the network fails
- **On-Premise Roaming:** Allows users to access other network SSIDs at the business premise on the same account

Specifications

- Footprint: Available across the entire fiber network
- Pre-requisites: Must have Segra DIA solution

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Amplify
Smart Wi-Fi™

The Amplify Smart Wi-Fi package enables businesses to earn additional revenue through digital advertising and sponsorships. Advertising campaign delivery and management designed to turn guest Wi-Fi into a digital billboard.

Marketing Automation & Guest Outreach

- Increase customer loyalty with automated email, SMS or Twitter campaigns
- Create and launch triggered, scheduled and proximity-based campaigns
- Easily remarket to guests over multiple channels using open API's
- Increase sales with trackable and redeemable coupon campaigns
- Import contacts, sync guest information and apply progressive profiling

Sponsor Advertising

- All-in-one campaign management, delivery and reporting system
- Advertiser portal to share detailed metrics with sponsors
- Real-time campaign A/B data
- Drag-and-drop landing page editor
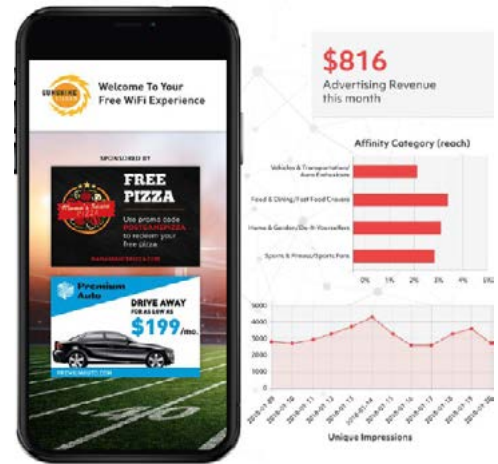
Customer Benefits

Create Wi-Fi Landing Pages
Build advertising landing pages with an easy-to-use editor designed specifically for Wi-Fi hotspots.

Manage Sponsorships
Activate and manage campaigns within an all-in-one management, delivery and reporting system.

Drive Advevising Revenue
Easily create Wi-Fi display and video advertisements and track revenue with built-in metrics.

Provide Advertiser Visibility
Give management access to advertisers to share metrics, including impressions, conversions and ROI within an easy-to-use dashboard.

Analyze Detailed Metrics
Collect user demographics, impressions and CTRs, and deliver detailed advertising reports, including audience metrics and engagement insights.

Seamless Manage Creative
Easily upload new creative with a cloud-based platform and adapt to user behaviors with A/B testing.

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Analyze
Smart Wi-Fi™

Analyze Smart Wi-Fi captures and tracks where your customers are, and how they move through and interact with your business. Powerful location and analytics powered by Segra Smart Wi-Fi™.

Traffic Data Analytics

- Track detailed presence data, trends and patterns
- Visualize traffic patterns with heatmapping technology
- Respond to real-time traffic alerts
- Track growth and retention by identifying devices seen and repeat guests
- Integrate with external customer datasets

Customer Benefits

Visualize Traffic Patterns
Heatmapping technology visualizes how traffic moves through a physical area.

Respond to Traffic Alerts
Custom triggers let you know when traffic patterns change; deploy resources as necessary to direct crowds and promote purchasing behavior.

Track Growth and Trends
Record new and returning visitors, crowd size, busy days and times and historical traffic data.

Zero-In Opportunity
Isolate specific geographic areas with a venue to target messaging to the right visitors at the right time.
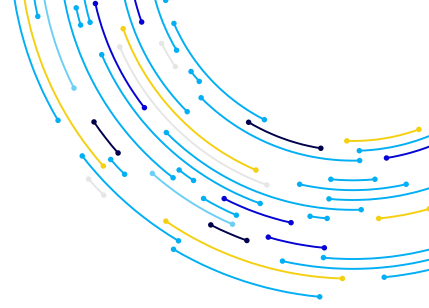
Aggregate Data Collection
Integrate collected entity data with existing datasets to seamlessly inform operations from one centralized dashboard; view data through a single pane of glass.

Feed Operational Strategy
Strategically position merchandise, signage and advertisements based on traffic flow data; measure ROI and inform visual merchandising strategy.

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Engage Smart Wi-Fi™

Engage Smart Wi-Fi gives businesses the power to gather customer insights through Smart Wi-Fi, then deliver targeted and timely messages to build lasting customer relationships. Customer insight and marketing automation powered by Segra Smart Wi-Fi™.

Guest Access

- Present a branded login experience
- Allow guests to connect via social, email, mobile number or custom survey
- Create and define unique Wi-Fi access levels for VIPs, staff and guests
- Allow access to predefined guest plans with payments or vouchers

Guest Insights

- Analyze detailed guest data safely and securely collected through Wi-Fi access
- Gain new understanding about guest loyalty, demographics, dwell time, device type
- Export this data to enable analysis and improve overall marketing efforts

Customer Benefits

Gain Customer Insights
Heatmapping technology visualizes how traffic moves through a physical area.

Improve Marketing Efforts
Custom triggers let you know when traffic patterns change; deploy resources as necessary to direct crowds and promote purchasing behavior.

Reinforce Branding
Record new and returning visitors, crowd size, busy days and times and historical traffic data.

Build Cusotmer Loyalty
Isolate specific geographic areas with a venue to target messaging to the right visitors at the right time.

Drive Immediate Revenue
Integrate collected entity data with existing datasets to seamlessly inform operations from one centralized dashboard; view data through a single pane of glass.

Enhance User Experience
Strategically position merchandise, signage and advertisements based on traffic flow data; measure ROI and inform visual merchandising strategy.

Increase Network Security
Protect back-of-house systems with a separate guest Wi-Fi network, add a layer of network security for yourself and your guests.

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Wavelengths

Segra's Wavelength service provides organizations with our fastest, highest capacity, point-to-point pipes, up to 400 Gbps, which are ideal for the biggest data demands. Content is exploding, online transactions are growing exponentially, cloud applications abound, and the need for information storage and business continuity is greater than ever. In this environment, content and data are king, which means bandwidth is too.

The Wavelength service is a point-to-point connection between two locations that is dedicated to a single customer and provisioned on our high-speed fiber optic backbone.

Customer Benefits

Performance
All of the bandwidth on a Wavelength is 100% dedicated to your business, giving you maximum speed and throughput.

Efficiency
You can operate a single Wavelength instead of multiple smaller waves or private lines, which saves the capital expense and resources associated with increased links.

Security
Because a Wavelength circuit is dedicated, only your information travels across the link staying safe and secure.

Customizable
The Segra Wavelength service gives you control over the protocols and bandwidth priority used on the circuit, allowing you to customize the traffic and capacity allocation to your needs.

Features

- **Maximum Capacity:** The Wavelength service provides up to 400 Gbps of bandwidth.
- **Protocol Independence:** The Wavelength service is protocol independent and can transport data, voice, video, and IP as Layer 2 or Layer 3 traffic.
- **Bandwidth Management:** Customers have control of bandwidth prioritization.
- **Multiple Configurations:** Wavelengths can be configured point-to-point, point-to-multipoint and multipoint-to-multipoint
- **Diversity:** Route diversity is available for the Wavelength service to create protected paths across the WAN, and the Segra Local Ring Enhancement service provides diversity options for on-net access loops.

Specifications

- Access – Type 1/on-net
- Availability – Across the entire Segra network
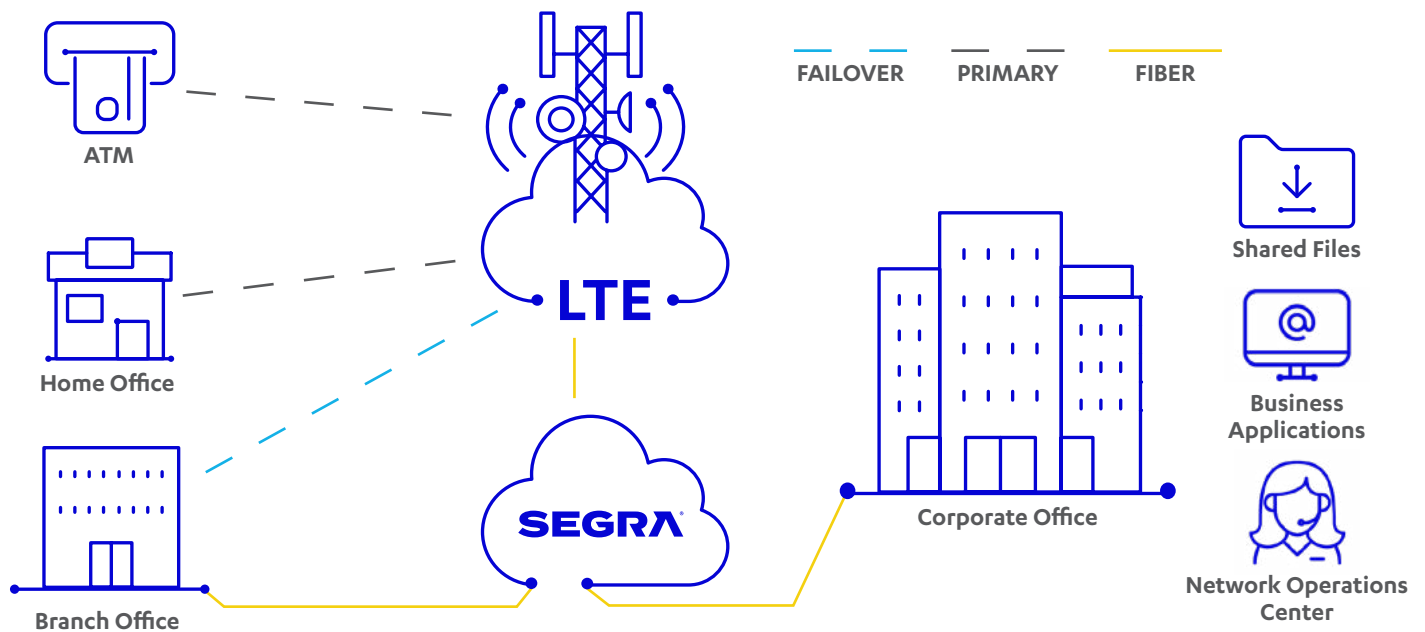- Speeds – 10 Gbps, 100 Gbps, 400 Gbps

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Wireless LTE

Segra's Wireless LTE solution is a flexible, reliable solution for businesses that need an affordable primary network connection at a remote location or a backup to their primary connection. This solution delivers a seamless, highly available wireless solution over our secure, private IP network or our dedicated Internet service. Not only is it powered by the largest LTE providers in the nation, it's packaged with deployment services and around-the-clock customer support from Segra's Network Operations Center.

Wireless LTE supports your business's voice, data and Internet traffic. This means that you can extend your MPLS network and business critical functionality to remote locations or keep it up and running during a primary network outage with a seamless failover. We offer a dual SIM model, allowing you to designate the local wireless provider for both primary and backup LTE connections to your device.

ATM

Home Office

Branch Office

FAILOVER   PRIMARY   FIBER

LTE

SEGRA®

Corporate Office

Shared Files

Business Applications

Network Operations Center

Features

- LTE – IP transport medium only
- 3 Wireless Carrier Options Available
- Static Private IP addresses
- Dynamic Mobile Network Routing (DMNR)
- Shared data
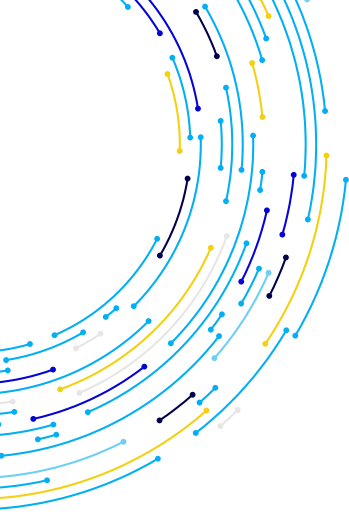- No data overage fees (backup application only)

Specifications

- Pre-requisites: Segra managed router, Segra WAN service (DIA or VPN)
- Availability – Across the entire Segra network

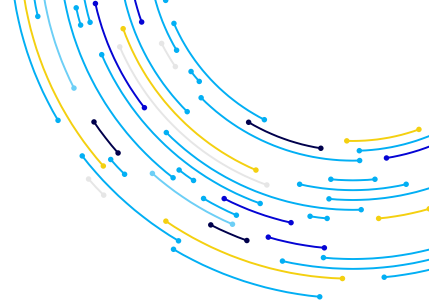Let's create winning connections together.
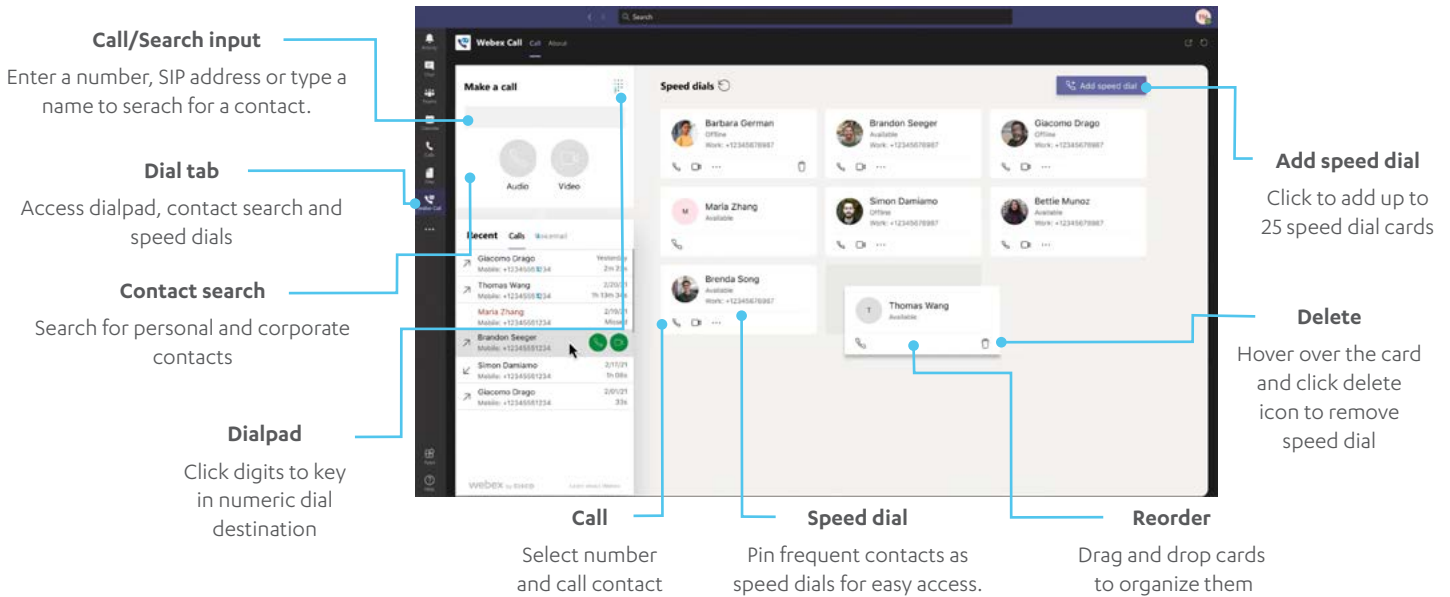
Hosted Voice with Webex End-User Messaging Grid

Problem	Theme	Proof Points	Key Message
My business uses too many different apps	Simple, all-in-one	• One app tightly integrated with the calling you have today, that includes messaging and meetings • Simple management, eliminate complexity of multiple solutions	One app provides a complete cloud business communications solution
I need a complete modern business communication solution	Innovative and modern	• Latest cloud-based video communications technology • Integrated with persistent chat, file sharing, screen sharing, and your cloud calling • Works with the tools you already use	Your investment is protected, and opportunity enhanced with the new offer and capabilities it brings
I need a secure and reliable business communications solution	Secure and reliable	• Modern communications powered by the service provider you know and trust • End-to-end enterprise grade encryption to keep your proprietary data safe • Compliance with global privacy laws and regulations	Your calling and brand matched with the latest in UC innovations
I need a cost-effective business communication solution	Cost effective and flexible	• Scale users up or down as needed • No premise equipment, or IT staff • You choose the capability that best meets you needs • Competitive, bundled pricing	Deliver a complete and customizable business communications solution at a competitive price

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Webex Calling Integration with MS Teams

Enhance your Microsoft Teams experience with the Webex Call app. By integrating, you can launch Webex-enhanced voice and video call from Microsoft Teams.

Call/Search input
Enter a number, SIP address or type a name to serach for a contact.

Dial tab
Access dialpad, contact search and speed dials

Contact search
Search for personal and corporate contacts

Dialpad
Click digits to key in numeric dial destination

Add speed dial
Click to add up to 25 speed dial cards

Delete
Hover over the card and click delete icon to remove speed dial

Call
Select number and call contact

Speed dial
Pin frequent contacts as speed dials for easy access.

Reorder
Drag and drop cards to organize them

Customer Benefits

Make a Call with the Dialpad
Make calls using Webex by clicking the "Webex Call" button in your app bar. Start by typing a name, telephone number or video address of the person you want to call. Typing a name searches your synchronized-directory and personal Outlook cotacts.

Turn a Chat into a Call
While in a direct chat in Teams, you can call this person by clicking the "Webex Call" button below the message window. Select the number under the contact to view calling options in the drop-down menu.

Call a Channel Member
If enabled by your administrator, you can use the icon to make a direct call to another member in the channel and skip the need for a one-on-one Teams space.

Add and Manage Speed Dials
Add up to 25 contacts inside or outside of your active directory as speed dials. The app saves your speed dials to your Microsoft 365 profile so you can call your most frequent contacts quickly and easily. You can also edit, re-arrange and remove speed dial contacts as needed.

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Webex Meetings Integration with MS Teams

Schedule, start or join Webex meetins and invite people to join Webex meeting or Webex Personal Room meetings directly from Microsoft Teams using the Webex Tab.
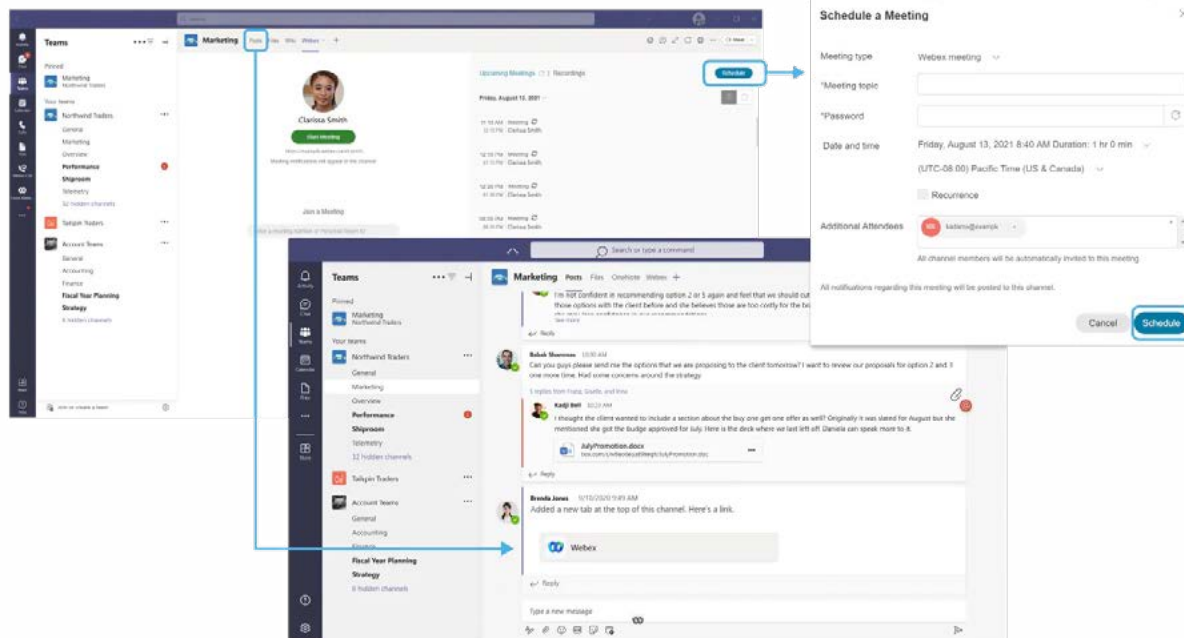
Customer Benefits

Schedule and Manage Meetings
You can setup meetings directly from Teams by using the Webex tab in a channel or a private chat. Click the schedule button and enter in all of your meeting information, such as meeting type, topic, password, date and time and attendees.

Start and Join Meetings
There are two types of meetings you can start, instant meetings or scheduled Webex meetings. You can instantly create an open meeting room or a private meeting room depending on if you start a meeting in a channel or with a contact directly. You can also start your scheduled meetings by going to "Upcoming Meetings" and clicking start.

Play and Share Recordings
When a meeting is recordered in the cloud, a recording notification is sent after the meetings end. Recording notifications for channel meetings are sent to the channel where all members can view and play the recording, and private meeting recordings are sent to the private chat. You can see a list of your recordings from all of your Webex sites for the last 10 days on the right side of the Webex Tab.

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