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# TELEDYNAMIC HOSTED PBX ARCHITECTURE

## HOW TO BUILD A RELIABLE COMMUNICATIONS SOLUTION

## Primary Data Center

Our hosted solution is housed at the famous 401 North Broad Street facility in Philadelphia PA, one of the leading carrier hotels in the country. This is the same facility that houses SunGard Availability Services. SunGard invented the Disaster Recovery business in 1978, which has evolved into SunGard Availability Services.

## Secondary Data Center

Our standby facility is housed at Rackspace in Dallas Texas. 100,000 businesses rely on Rackspace for their hosting and cloud computing.

## Data Center Characteristics

Each facility is built as a disaster recovery facility with multiple egress and ingress points into the building, redundant riser systems within the building, redundant power sources (grids), redundant back-up generators and redundant fuel suppliers in the event a generator has to be used. All are considered standard fare for buildings of this type.

## Data Backup

Additionally, all data is backed-up on the Amazon EC-2 platform on a nightly basis.

## Internet Access

We have three (3) network cross-connections to InterNap, Level 3 and Paetec. Our network is designed using BGP (border gateway patrol) multi-homing for robust redundancy. In the event of a backbone failure of any of these providers, internet service is automatically routed to the two remaining providers.

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## Phone Carriers

We utilize five carriers to provide resilient, flexible and competitive rates.

## Local Loop

If your local Internet connection goes down, your hosted solution will continue to function and process calls. Calls can be re-routed to mobile phones, other DID's or to voice mail. This compares quite favorably to a PBX, where a PRI failure means that calls go unanswered. We can also implement a solution that enables WAN-link redundancy if you have more than one IP connection.

## Redundant Circuits

Many companies are now implementing multiple Internet circuits to increase reliability. As an example, a company can have the advantage of a cost-effective cable connection and symmetric speed and robust SLA with an Ethernet Over Copper or Fiber Circuit, or a T1.

## Larger Applications

Customers also have the option of interconnecting with our hosted service using a private/dedicated connection, i.e. not a public Internet connection.

## Security Architecture

We have built our infrastructure with multiple security measures in mind. We do not publish these proprietary details for obvious reasons, however we are happy to discuss our security measures one-on-one with potential customers.

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