

# Hosted VoIP with Quality of Service over Dedicated Internet Access

Tempe, AZ , May 17, 2010 – Concierge Communications, a Tempe based technology and communications consulting company, today announced the availability of Quality of Service (QoS) for voice communications using VoIP voice services and Dedicated Internet Access (DIA) supplied by Jive Communications.

“This is a game changer for small and medium businesses,” said Clark Atwood, Vice President of Concierge Communications. “Until now, QoS was only available via an expensive Multiprotocol Label Switching (MPLS) or other Class of Service (CoS) connection. Now voice can be prioritized on low-cost internet connection when we combine the right internet access and Jive’s voice service. Low cost business class voice has finally arrived.”

The prioritization of voice over an internet connection is available on DIA offered nationwide through Concierge Communications using access solutions provided by Jive Communications. Circuit sizes include T1, NxT1, DS3 and more. In addition, prioritization over low cost DSL circuits is also available in many western cities.

## Technical Details

- Full prioritization of VoIP traffic is provided on both the upstream and downstream portions of the connection, ensuring that call fidelity is maintained on both legs of the conversation.
- The downstream prioritization is achieved through special carrier integration with the Internet service provider.
- The upstream prioritization is achieved through an on-premise router.
- This solution has been fully tested in the Jive Communications laboratory and with selected beta customers.
- Customers can completely saturate the connection with regular Web, email, video and other internet traffic. Once the customer starts making phone calls those other services are throttled to give the appropriate amount of bandwidth to the voice packets.

“We have worked hard to develop the ability to prioritize voice on the lower-cost public transport mediums,” stated Michael Sharp, Chief Operating Officer of Jive Communications, Inc. “We believe that this new technology and configuration will allow many businesses to embrace hosted VoIP that may have felt the cost of entry was too expensive. They can now enjoy quality at a price that meets their budget requirements.”

In addition to voice prioritization over a DIA Internet connection, Jive Communications is also able to now provide MPLS and other CoS connections for customers looking to implement a CoS Wide Area Network (WAN).

# Hosted VoIP with Quality of Service over DIA Internet



## **About Concierge Communications**

Concierge is a master agent representing Jive Communications as a no-cost consulting company and a business communications and technology solutions broker. Concierge represents over 40 different business communications providers, offering a single source for a variety of business technology needs. For more information, visit [www.conciergecom.com](http://www.conciergecom.com) or call 888.353.9900.



## **About Jive**

Jive Communications is an enterprise-quality telephone systems and services provider for businesses of all sizes. They offer a wide range of scalable options such as music on hold, extension dialing, unified messaging, call analytics and online account management. Jive also provides inbound and outbound dial-tone, long-distance, toll-free and international calling services.

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