



Frequently Asked Questions

Who is TeleSphere?

Brought together by the desire to present a smarter voice and data solution for business, TeleSphere's financial backers and management have been involved in some of the most successful telecommunications companies of the past decade. Headquartered in the Phoenix, Arizona area, TeleSphere currently has customers in 44 US states.

What services does TeleSphere provide?

TeleSphere is the next generation of business phone and Internet services and utilizes the latest state-of-the-art Hosted Voice-over-Internet Protocol (VoIP) technology. TeleSphere operates and maintains a robust national voice platform which operates off of a private, dedicated, all IP network. The result is safe, secure and clear voice and data services.

TeleSphere's primary service includes local and long distance voice service, Internet access, and the latest in unified messaging features like office to cellular simultaneous ring, Web click to dial capabilities, visual voice mail to e-mail and fax to e-mail. TeleSphere also offers bundled packages that include the latest high-definition phones. All solution packages offer individual per-seat pricing ranging from \$8.33 to \$49 per user/seat.

Who can benefit from TeleSphere's services?

TeleSphere's solution is designed for all businesses and organizations providing them with the same telecommunications infrastructure and features that were once only affordable to large Fortune 500 companies in the past.

In addition, TeleSphere is ideal for organizations that have multi-location offices in various parts of the country because of its ability to treat geographically scattered offices as if they are under the same roof with simple four-digit dialing between all the locations.

It's also ideal for those needing constant connectivity with staff and clients because of its simultaneous ring and voice mail to email ability-allowing your calls to follow you regardless of your location.

How does TeleSphere's service differ from traditional phone services?

In the past businesses connected phone systems to the public telephone network with basic lines or trunks and all data connections, or Internet lines, required separate cabling to the office location. Business telecommunications providers eventually started providing integrated connections to offer both phone and Internet services under one dedicated connection. Eventually these providers included an IP Private Branch Exchange (PBX) system capable of taking better advantage of existing VoIP technology and allows for a more efficient use of internal wiring.

TeleSphere has taken business communications to the next level and now provides a fully hosted private IP solution where the intelligence of the system is hosted in a secure central location and monitored 24 hours a day – 7 days a week by TeleSphere staff. The solution gives companies all the features and efficiencies of an IP PBX without the outside cost of purchasing the equipment. The capability eliminates all upfront capital costs and independent maintenance and the need for additional resources to care for the system. In short, TeleSphere provides companies with the most reliable, powerful and feature-rich services available today.

How does TeleSphere differ from other VoIP providers?

TeleSphere uses a private internet connection verses using the public internet other VoIP providers use. TeleSphere offers a robust fully hosted solution, which means there is no longer a need to purchase an expensive on-site PBX, TeleSphere takes care of that, all in a safe and controlled data hotel, or location. TeleSphere also includes the latest IP features into their basic package including simultaneous cellular ring, visual voice mail to e-mail, and Web click to dial.

How can TeleSphere help companies with remote locations?

TeleSphere is a great option for companies who have remote offices. Through TeleSphere, satellite offices can all feel like they are in the same building by providing everyone in the company with the same system. It also allows for unlimited local and long-distance calling, nation-wide four digit dialing and unified messaging all for the same per seat price.

Can TeleSphere's service save a company time and money?

TeleSphere provides all the equipment and services for one flat monthly per seat fee and no costly hidden surprises. Because TeleSphere offers a fully hosted solution, businesses can save between \$20,000 and \$40,000 of the costs it typically takes to purchase and maintain their own PBX phone. TeleSphere also offers a 24/7 customer tech support line at no additional charge.

Utilizing TeleSphere's engineers eliminates the need to hire professionals to help manage your internet and telephone services. In addition TeleSphere's business continuity and disaster recovery capabilities allow your company to stay connected in the event of a natural disaster, a T-1 failure, or even a power outage.