

Carrier Diversity and Disaster Recovery Planning for Toll-Free Services

Protect against unexpected loss of business with dual routing

What would happen to your business if your toll-free service simply stopped working one day? Network outages, degradation in customer support and even having your service turned off completely are all realities that must be confronted.

Carrier diversity can help protect against loss of business and loss of customer confidence should one of your service providers experience difficulties. That's the concept behind Sprint Multi-Carrier Routing ServicesSM.

Single point of contact for service management

Sprint Multi-Carrier Routing Services can provide:

- A single point of contact for planning and management of toll-free services
- Flexible traffic allocation options
- Emergency movement of toll-free traffic between carriers
- Near real-time routing changes initiated at customer request

To take advantage of this service, all you have to do is name Sprint as the "Responsible Organization" for managing your toll-free numbers. This gives Sprint the authority to request movement of toll-free traffic between carriers in emergency situations and to

make any routing changes that you need under normal circumstances, such as redirecting toll-free numbers from one answering point to another.

Flexible contingency planning options

Sprint will work with you to develop contingency plans to back up your existing toll-free services. Under normal circumstances, you can choose to have all your traffic flow over your primary carrier, split your traffic between your current carrier and Sprint or use Sprint for overflow. You can request Sprint to back up all of your toll-free numbers or only the ones that are most critical to your business operations.

If an outage or other service problem occurs, Sprint, as your designated Responsible Organization, can quickly submit new routing instructions to the local exchange carriers to move your toll-free traffic over the Sprint network. And your toll-free numbers remain the same, regardless of whose network your traffic is riding on.

Network reliability

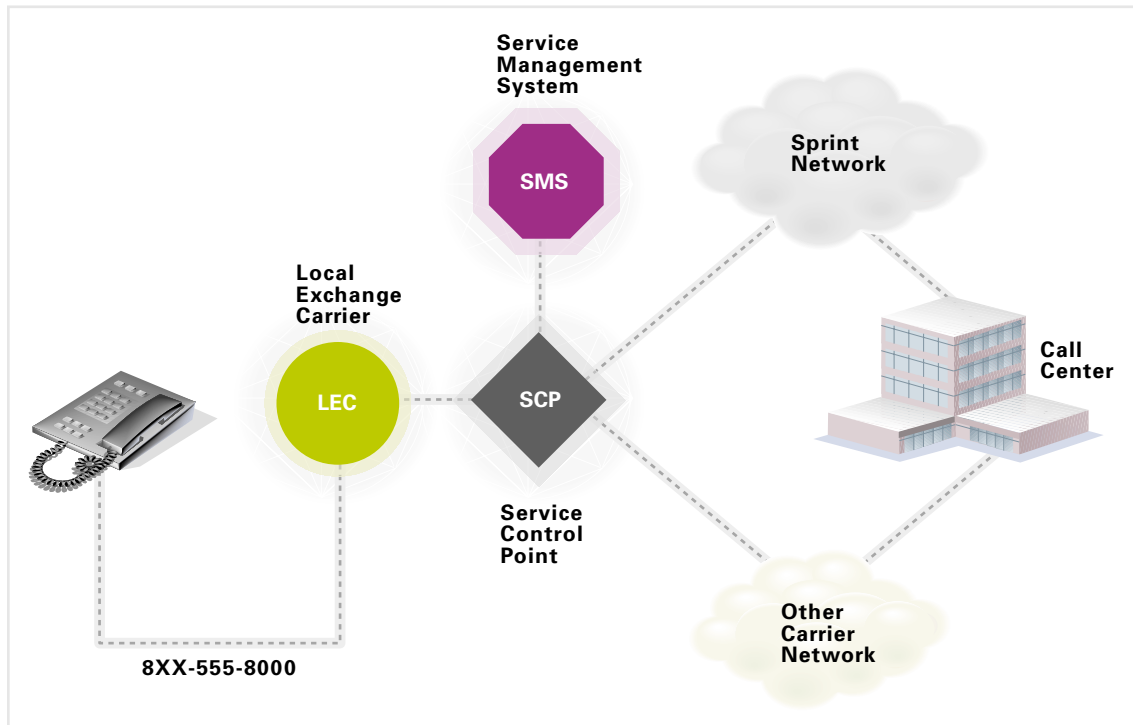
Whether Sprint is your primary or backup carrier, you can count on highly reliable connections. The Sprint long distance network has experienced the fewest FCC-reportable outages among the top three major carriers for the past six years. In addition to

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As the Responsible Organization for your toll-free numbers, Sprint enters traffic routing information into the service management system (SMS) database. The SMS then downloads any routing changes to the local exchange carrier-owned service control points (SCPs). Toll-free calls are then routed according to the new instructions.

Multi-Carrier Routing Services, Sprint can address business continuity concerns through last-mile diversity, switch diversity, and diverse points-of-presence. Highly survivable synchronous optical network (SONET) ring access facilities are also available in a growing number of metropolitan areas.

Enroll today

Think of Sprint Multi-Carrier Routing Services as an essential part of your business continuity plan. With one of the most reliable long distance networks in the industry, an exceptional customer support organization and a 100-year history of consumer and business experience, Sprint is a carrier you can count on to be there when you need it.

For more information, talk to your Sprint representative or call 1 877 700-8919.

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