

## fact sheet:

### voice services

# SUNCOM Introduces New Switched LD Services

## No Minimum Long Distance Required

The State of Florida has selected Verizon Business to provide SUNCOM Switched Long Distance (LD) services. All state agencies and entities, as defined by Chapter 282 of Florida Statutes, are eligible for this service. SUNCOM users have the added value of having the Enterprise Information Technology Services (EITS) provide oversight for this service.

With the new SUNCOM Switched LD service, powered by Verizon Business, customers will have the benefit of:

- Reduced nationwide long distance rates of \$ .049 per minute (current rate is \$ .059)
- No minimum long distance usage required
- Web-enabled service options provided by Verizon Business Customer Center:
  - Electronic billing
  - Call detail
  - Direct billing
- Additional features:
  - H.320 – ISDN
  - Accounting Codes/Authorization Codes
  - Directory Assistance
  - Operator Assisted Calling
  - International Calling

Note: Seven-digit dialing will no longer be available.

## Verizon Business Customer Center Offers Web-Enabled Service Options

### Electronic Billing

Online Billing is a comprehensive, Internet-based, electronic bill presentation and payment application. It was designed so you can easily navigate through your invoice, analyze it, and pay it all online. E-Billing is just one application within the Verizon Business Customer Center—our broad tool suite that enables you to order, manage, and pay for many of your Verizon services on the Internet. Online Billing can empower you to streamline your business processes and control critical business functions, while having access to a virtual communications center, 24 hours a day, seven days a week.

### Call Detail

Call Detail allows a customer to view detailed line items for each call placed. For example, the date, time, location, length, and type of call made can be displayed to assist with call monitoring and billing analysis. Specific Call Detail features vary by product.

### Direct Billing

Direct Billing allows simple management of long distance and calling card charges by billing directly via third-party billing. Customers may choose to have either all calls (regardless of termination) or all off-net (non-private dialing plan number) calls from designated ANIs or cards billed to the end-user (employee of the customer). Media types include paper, diskette, magnetic tape, cartridge, or CD-ROM.

### features

- Local-to-global-to-local network
- Private dialing plans
- Location-level and directed billing
- Multiple access to long distance

### benefits

- Improved intra-company communication
- Increased management and control
- Enhanced network call routing
- Simplified billing management
- Reduced calling expense

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## Additional Features

### H.320 – ISDN

This is available at any location with PRI and offers cost control. Local Integrated Services Digital Network PRI provides a high-speed, intelligent connection to the Verizon network. ISDN Local PRI supports voice, data, video, and applications, such as Internet access, remote LAN access, call centers, disaster recovery, file transfer, and enhanced 911 caller and location identification services. This supports your simultaneous voice and digital data calls over an industry standard PRI T1.

### Accounting Codes

Customers can use Accounting Codes to make cost management simple. With Accounting Codes in place, employees tend to make fewer and shorter non-business calls. As a result, telecom costs can be reduced and employee productivity is improved.

When the Accounting Code feature is selected, users will be prompted for a code after dialing the phone number. A code must be entered to complete the call. While the code itself is not verified, the number of digits entered must match the number selected by the customer.

Call detail can be pre-sorted by department, project, or client. Accounting Codes may be up to eleven digits.

### Directory Assistance

Dialing one Directory Assistance number, regardless of area code, gives customers access to any listing in the U.S. Customers can save money on Directory Assistance calls by requesting two searches in one call.

### Operator Services

Verizon operators are available to assist end-users 24 hours-a-day, seven-days-a-week. No special access method is required. Verizon provides operator assistance for domestic and international station-to-station, person-to-person, and Directory Assistance calls.

### International calling

International service is available, if desired.

For questions or assistance, contact your SUNCOM consultant at 1-888-4SUNCOM. To enroll today, fill out the CSA form online at <http://fvrs.state.fl.us/onlinecsa/app/homepage>. The new SunCom Switched Long Distance product is managed by the State of Florida's Department of Management Services, Enterprise Information Technology Services (EITS).

Costs for this service may involve a one-time conversion charge.

## Contact Us

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