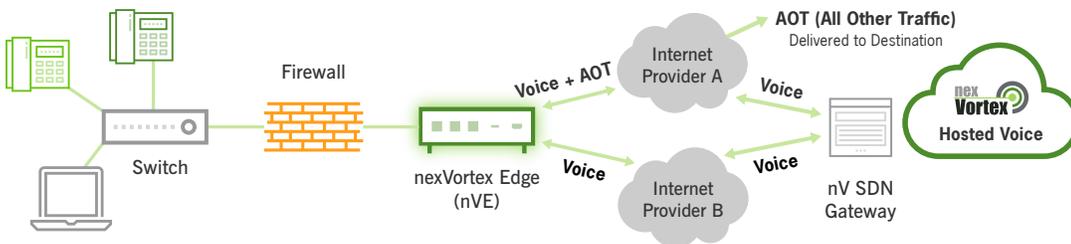# Managed Hosted Voice (mHV) – Dual ISP

As the urgency to migrate voice services to the cloud increases, the industry continues to battle challenges with quality, availability, and visibility on the access path between the hosted cloud and the customer's site.

nexVortex addresses these challenges with its Managed Hosted Voice solution. This award-winning service has three deployment options tailored to fit any business need. The first uses two wired internet connections from different ISPs (dual-ISP). The second uses a single wired internet connection but comes with a 4G LTE option which can be utilized in the event of a service outage on the primary ISP. The third deployment option uses a single wired internet connection but provides value-added features targeted at improving voice quality.

Dual ISP Implementation

If desired, voice can be encrypted between the nVE and the nV SDN Gateway.

Service Requirements
- » Two Internet Connections
- » Customer Provided Firewall
- » nexVortex Edge Device

Peering Relationships: AT&T Comcast Cogent gtt Level(3) IS NOW CenturyLink verizon✓

Quality
Voice Packets are Replicated

nexVortex's patent-pending technology utilizes two ISP connections. We replicate only mHV voice packets and send them to and from the premise to our cloud-based hosted platform. The SDN Gateway at the edge of our hosted cloud chooses packets from both ISP paths and recombines them into a single stream thereby compensating for packet loss incurred on either ISP connection. We directly peer with most major carriers to reduce latency, packet loss, and jitter.

Availability
Business Continuity: Reliable, Dual-Path Delivery

Voice traffic is sent from the premise to the cloud over two different ISP paths, and data is passed over a primary ISP path. If a primary ISP failure occurs, voice will continue to flow over the second ISP and AOT (all other traffic) will be moved over to the second ISP.

Visibility
nexVortex Edge - nVE

As part of our mHV solution, we provide a managed nexVortex Edge device. This provides a demarcation point on the customer premise with dual ISP interfaces which is accessible via our NOC.

Pricing

nexVortex Managed Hosted Voice service can be added to any nexVortex Hosted Voice service location for $35 per month on a standard 3 year term. This includes the Managed Hosted Voice service, monitoring, and rental of the nexVortex Edge device (nVE).

nexVortex can also deliver circuits and would be happy to provide a quote if desired.