# Digital Business Telephony Growth Scenario Application Notes

Overview

Digital Business Telephony allows a business to take telephony, Internet and VPN services as an integrated bundle with competitive pricing and attractive service features. This application note describes a simple scenario where Digital Business Telephony is used to facilitate a small business growth to two locations. It has the following salient features

- Use of extensions in lieu of new or augmented PBX
- VPN with QoS
- Intelligent selection of access upgrade
- Partner management visibility within the solution
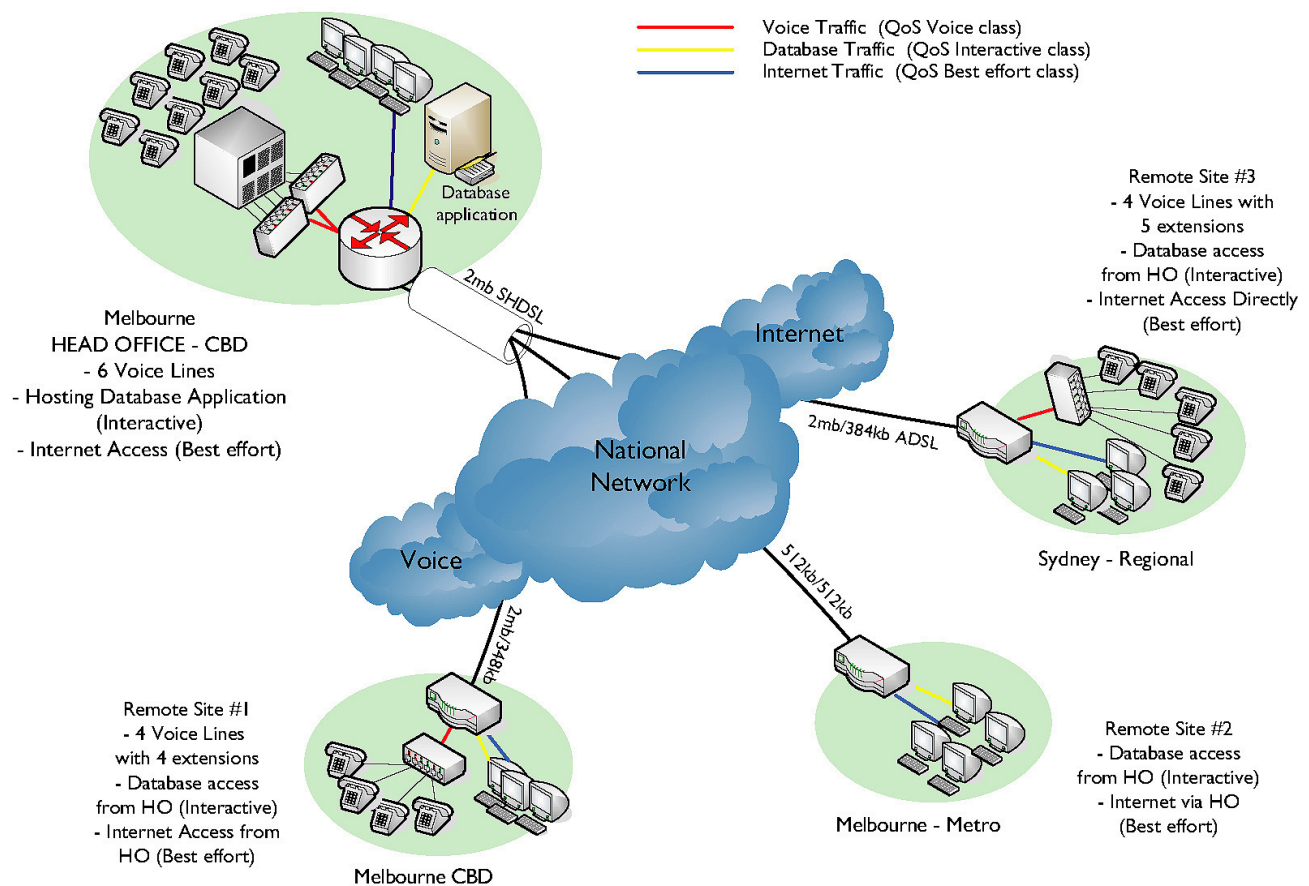
This service will entail PSTN replacement at the original site, along with installation of eight new extensions as four voice lines at the new site.

Calls from the original site to each of the direct extension numbers at the new site will attract no usage charge, but will count towards the respective limitations of six and eight simultaneous call limit at the original and new sites. A member of staff at the original location can simply take a KTS line and dial an extension number e.g. 234 to obtain a direct line to someone at the new site. In the reverse direction, the extension dials a KTS extension number e.g. 221 and the associated or next free KTS line will show an inbound call to the original site.

Computer systems on each sites network will have direct access to the other site. In this scenario the original site hosts a web application server along with a Citrix application server for a specialised (and less used) purpose. The Citrix application traffic can be prioritised in order to ensure user satisfaction and productivity. The demands of the web application based at the original site but used by back-office from the new site staff drove selection of an upgrade to a 2M/2M S.HDSL service. Citrix traffic is classified and prioritised at each site to provide for robust application performance in the face of competing VPN demands.

Finally in this scenario the I.T. provider desktops support, and requires remote access to Windows Remote Desktop. This could be either through a Digital Business Telephony Remote Desktop Networking seat, or alternatively through the use of NAT/PAT on the Digital Business Telephony managed router. In this scenario the latter option is chosen, and Windows Firewalling on the target used to restrict the locations able to connect to the internal management host.

Service Installation

In this scenario, the client starts with one site that has six voice lines at their original site. They are faced with the problem of delivering seamless inter-site communication as they establish a second premise for back-of-house functions in the same city. They have an existing Internet service but are looking to expand their data communications capability.

Subsequent service qualification and with customer authorisation, the National Phone & Data Partner places an order. This order requests that National Phone & Data:

1. Provide Digital Business Telephony at the original site with

    a. six voice lines and port the six existing numbers
    b. VPN with QoS and upgrade to 2M/2M S.HDSL to support data networking requirements and priority given to Citrix application traffic as it leaves the site.
    c. Unlimited Internet with port forwarding of Windows Desktop Connection for Partner remote management access

2. Provide Digital Business Telephony at the new site with

    a. Eight extensions (avoiding the need for a new KTS) along with new numbers
    b. VPN with QoS (but utilising the standard 2M/384Kbps connection as data requirements are mostly driven by asymmetric web based applications) giving priority to the Citrix client traffic as it leaves the site.

National Phone & Data will then

1. Preselect the telephony services requested porting for outbound telephony (optional)
2. Provision an access service at both sites over a new unbundled local loop at the sites (requiring one site visit by Telstra technician with access to the building MDF)
3. Install router and analogue telephony adapter equipment at both sites (requiring a site visit by a National Phone & Data technician). This will deliver additional lines for immediate use if desired.
4. Port telephony services onto the Digital Business Telephony equipment (in this scenario, using the National Phone & Data partner on-site at the time of cutover to re-connect the KTS).

This porting event will disconnect any spectrum shared or [wholesale] Telstra DSL services at the same time, requiring simultaneous cutover to Digital Business Telephony Internet data.