

VoIP Quality of Service (QoS): Crucial for Reliable Delivery of Voice, Data and Video

Voice over IP (VoIP) communication networks continue to gain in popularity with businesses across the Maine because of the ability to handle converged voice and data traffic, advanced calling features and the potential to lower telecom operating costs over time. Infonetics Research, an international market research and consulting firm specializing in data networking and telecom, recently projected that half of small and two-thirds of large organizations in North America will be using VoIP products and services by 2010.

“A number of companies that are moving voice network investments aggressively from TDM to VoIP are actually decommissioning their legacy TDM PBXs, the ultimate show of confidence illustrating that VoIP has become enterprise-grade,” says Infonetics.

“Few today, if any, would argue that Internet Protocol (IP) technology will not become the de facto standard for all communications, including voice,” explains Mark Thrash, Senior Solution Consultant

Global Professional Services NAM, Equant. “The best evidence for this comes from the legacy voice equipment vendors themselves, including the largest; Avaya and Nortel Networks. Both vendors upgraded their product lines to IP and offer this as the preferred migration path for their customers. It is no longer a matter of if, but when.”

Many Maine businesses have determined that now is the time to make the switch to VoIP, but questions regarding quality and performance linger. Without end-to-end QoS capabilities in a VoIP environment, bandwidth that is unexpectedly consumed can result in a reduction of voice quality and dropped calls. Mid-Maine understood this concern and addressed the problem head-on.

ClearStream®: Advanced QoS WAN Management Technology

To correct this issue of bandwidth priority and consumption, Mid-Maine Communications developed ClearStream®. ClearStream’s advanced QoS WAN management technology stabilizes VoIP Installations and extends bandwidth prioritization capabilities.

ClearStream® is a customized solution that provides clear voice transmission and reliable delivery of business information. ClearStream® quality of service (QoS) support for critical, high bandwidth, real-time network applications. ClearStream provides MMC customers with the ability to prioritize bandwidth allocation across their Wide Area Networks (WAN) enhancing the quality of VoIP applications, video conferencing and maintaining data communications integrity. Combined with SitelinkIP™, Mid-Maine’s IP based WAN solution, customers across Maine now have access to the next generation of IP data and voice networking.

Thousands of businesses and multi-location organizations across Maine depend on Mid-Maine’s proprietary high-speed fiber optic network for all of their telecommunications

needs. ClearStream enables SitelinkIP customers to extend internal network policies across the WAN and guarantee bandwidth needs to meet high priority voice, video and enterprise applications.

For more information about ClearStream, please call 1-877-MID-MAINE or email: sales@midmaine.com.