Disaster Recovery

If disaster strikes, net2phone Canada not only provides your business with phone service you can rely on, but ensures you have business continuity in case of crisis.
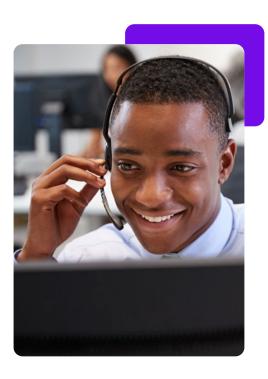
Stay online and available to clients, partners, prospects, and employees

net2phone Canada equipment and infrastructure are designed to support enterprise-class customers with a fault-tolerant configuration that ensures reliability far beyond any traditional phone system. Whether your company is faced with a natural disaster, extreme weather, or even renovations, net2phone Canada's cloud-based phone service keeps businesses online and available to their clients, partners, employees, and potential customers.

The Trust Factor

The net2phone Canada Trust initiative, spearheaded by Founder Paul Emond, provides on-demand real-time public insight into current and historical system status. Telecommunications customers have been in the dark long enough when it comes to the service they pay for and the businesses they trust to deliver them.

One of our core strengths and keys to maintaining strong trusted customer relationships is being open and transparent about uptime, downtime, and any issues affecting our user base. Our proactive notifications and real-time updates on Trust. net2phone Canada.com are always up to date, providing the latest information on our service levels.

> " *We are proud users of net2phone Canada. Because of the nature of our business and the absolute requirement that we are available for our clients 100% of the time, 24x7x365, we spent a lot of time selecting a VoIP provider that we could count on. net2phone Canada has provided us with fanatical customer support. I have never had to wait on hold when I have called in. I have so much to worry about every day as we rapidly grow our business. The things that work 100% of the time I don't worry about. I can honestly say I have never had to worry about our phone system.*
>
> **—JASON VAN GAAL**
> CEO ROOT DATA CENTER

Why net2phone Canada?

Customers choose net2phone Canada because of our demonstrated track record, industry recognition, unprecedented support and reliability. With a 55% year over year growth, businesses know they can count on net2phone Canada to be the backbone of communications for their business for years to come.

net2hone Canada is a subsidiary of net2phone, a global provider of unified communications services.

Choose net2phone Canada as your first step in disaster recovery planning

Disaster recovery planning is simple with net2phone Canada's hosted business phone service as calls can quickly and easily be routed to mobile phones or backup office facilities in the time of need.

Only Internet connections are required, which means no expensive leased phone lines or additional telephone trunks. The net2phone Canada business phone service is geo-redundant and hosted in multiple, secure, Class-A data centres throughout Canada. Each facility is protected by redundant connections to multiple power grids, backup power generators, redundant internet connections, environmental controls, and security.

net2phone Canada phones register to each of the data centres, so if one location experiences technical difficulties, our system immediately detects and recognizes this and re-routes voice traffic through one of our alternative facilities.

Customers do not experience any lapse in voice quality if such an event would occur. With no single point of failure, customers experience unprecedented uptime and rely on net2phone Canada to be their communication backbone to their customers.

Since net2phone Canada's phone service is not tied to a specific office or location, moving from one location to another, whether it be to another desk, a new address, or to a home office, is easy. Mobile phones, the net2phone Canada Mobile App, softphones, or home phones can be configured for emergency use to ensure the business is accessible to callers.

As net2phone Canada's business phone service is a hosted solution, moving to a backup facility is as simple as unplugging phones in one location and plugging them in at the new location. That means no expensive rewiring, service calls, or wait times are required.

net2phone CANADA

Client Case Study: Not Even a Fire Could Stop Us From Doing Business

The St-Joseph Family Medicine Clinic experienced one of the worst disasters a business can endure: fire. Facilities underwent a prolonged power outage and access to the site was restricted as the damage was assessed. Offices were inaccessible and patients had no means of contacting the clinic, and vice versa. As a result, the clinic's administration contacted net2phone Canada to inquire about VoIP services as a solution to the crisis. Inbound and outbound communication with patients were crucial during this time of emergency.

net2phone Canada immediately assessed the clinic's communications situation and set the clinic's IT Coordinator up with a VoIP phone at her home. This enabled St-Joseph's to immediately begin placing and receiving calls from the office number to patients.

net2phone Canada's solution became a temporary crisis management communication platform during the 10 day transition period while the facility was repaired. Once the site was determined safe and power was restored, St-Joseph's opened its doors and once again became operational.

The team at St-Joseph's were impressed with net2phone Canada's responsiveness and support, and had come to depend on the abundance of new features and flexibility the new phone service offered. As a result, St. Joseph's transitioned to net2phone Canada's business VoIP solution permanently and has since expanded to 4 additional locations, implementing net2phone Canada in each of them.

> " *net2phone Canada has allowed us to focus on our core mandate—provide lifesaving training to healthcare professionals from all over Canada. We no longer worry about state of our phone service. As we continue to expand our services to more facilities across Canada you can be sure that wherever we go, net2phone Canada will go.*

> **—CLAUDIA GOMEZ**
> PROGRAM ADMINISTRATOR RESUSCITATION CANADA