Automatic Call Routing

With Automatic Call Routing you can forward calls to:

- A mobile phone
- A main phone number associated with another PBX, either at the same site or a different site
- An answering service or voicemail system, even if the lines associated with the voicemail service are down.

A business continuity failover option that automatically redirects an incoming call to an alternate number allowing your organization to maintain optimal performance and uptime in the event of an unforeseen interruption in service.

Severe weather, construction activity, or malicious attacks can result in a loss of your voice and data connection. Your on-site PBX can handle some disaster recovery situations, but when the connection to your PBX is lost, Automatic Call Routing (ACR) is the answer. As a feature of your VoIP service*, ACR automatically redirects calls to a failover number, further reducing the possibility of disruptions and helping to assure business continuity.

You can route each of your Direct Inward Dial (DID) numbers to a different failover phone number, allowing a high level of customization for your organization’s needs. Your telecommunications administrator simply programs an alternate destination for each telephone number via the Business Center (www.bc.xo.com). The “forward-to” numbers are easy to set up and can be changed or updated at any time.

ACR is competitively priced, with affordable monthly recurring charges based on the access speed, not the number of lines, telephone numbers or DIDs. ACR-directed calls are billed as part of your XO Flex/SIP calling plan.

Leverage the capabilities of XO VoIP services with Automatic Call Routing to maintain your business productivity by allowing your employees to be reachable, even in extreme situations. Make Automatic Call Routing an integral part of your organization’s business continuity strategy.

About XO Communications

XO Communications is a leading nationwide provider of advanced communications services and solutions for businesses, enterprises, government, carriers and service providers.

XO customers include more than half of the Fortune 500, in addition to leading cable companies, carriers, content providers and mobile network operators. Utilizing its unique combination of high-capacity nationwide and metro networks and fixed wireless capabilities, XO offers customers a broad range of managed voice, data and IP services with proven performance, scalability and value in more than 85 metropolitan markets across the United States.

For more information, call your XO sales representative, visit www.xo.com or call: 866.349.0134

*ACR is available to new and existing XO customers with XO IP Flex, XOptions® Flex, IP Flex with VPN, SIP, and Enterprise SIP services.