

Contents

Special Report Notice Of Disclaimer	iii
Contents	v
List of Figures	ix
List of Tables	xi
Foreword	xiii
1. Introduction	1-1
1.1 Overview of IP Centrex	1-1
1.2 Objectives and Organization of Document	1-2
1.3 Scope	1-2
1.4 Terminology	1-3
2. Centrex History	2-1
3. IP Centrex Architectures	3-1
3.1 Class 5 Switch Architecture	3-1
3.1.1 Supplier-Neutral Approach	3-1
3.1.2 Supplier-Specific Approach	3-4
3.2 Softswitch Architecture	3-5
3.3 IntraLAN Voice Paths	3-8
4. IP Centrex Customer Premises Equipment (CPE)	4-1
4.1 Station Equipment	4-1
4.1.1 IP Phones	4-1
4.1.2 Softphones and Firmphones	4-2
4.1.3 Customer Gateways	4-2
4.1.3.1 Terminal Adapters	4-3
4.1.3.2 Integrated Access Devices (IADs)	4-3
4.2 Local Area Network	4-3
5. Benefits of IP Centrex for Customers	5-1
5.1 General Centrex Benefits	5-1
5.1.1 Lower Capital Investment Cost	5-1
5.1.2 Scalability	5-1
5.1.3 Simplicity	5-1
5.1.4 Operations and Maintenance	5-2
5.1.5 Upgrades	5-2
5.1.6 Reliability	5-2
5.1.7 Standardized CPE	5-2
5.1.8 Eliminate Floor Space and Environmental Requirements	5-2
5.2 IP Centrex Benefits	5-3
5.2.1 Benefits Applying to Class 5 Switch and Softswitch Platforms	5-3
5.2.1.1 Convergence	5-3
5.2.1.2 Unrestricted Multilocation Centrex	5-4
5.2.1.3 Computer Telephony Integration (CTI) and Softphones	5-5
5.2.1.4 Elimination of MAC Activity for Office Relocations	5-5
5.2.1.5 Compatible with Conventional Centrex CPE	5-5

- 5.2.1.6 Increases Competition between Service Providers 5-6
- 5.2.2 Benefits Applying to Class 5 Switch Platforms 5-6
 - 5.2.2.1 Mixed Technology Groups/Line-by-Line Migration 5-6
 - 5.2.2.2 Use of Existing Centrex Management Tools 5-6
 - 5.2.2.3 Immediate Access to Existing Centrex Features 5-6
- 5.2.3 Benefits Applying to Softswitch Platforms 5-6
 - 5.2.3.1 Enables New Features and Network-Based Capabilities 5-6
 - 5.2.3.2 Instant Feature Activation/Enhanced Customer Management Capabilities 5-7
- 6. IP Centrex Applications and Configurations 6-1
 - 6.1 The Introduction of IP Phones 6-1
 - 6.2 Replacement of Legacy Station Equipment with IP Phones 6-2
 - 6.3 Hotelling 6-4
 - 6.4 The Use of Customer Gateways 6-5
 - 6.5 Unrestricted Multilocation Centrex for Branch Offices 6-7
 - 6.6 Unrestricted Multilocation Centrex for Telecommuting Application 6-9
 - 6.7 Virtual Call Centers 6-11
 - 6.8 Road Warriors 6-11
- 7. Benefits of IP Centrex for Service Providers 7-1
 - 7.1 Benefits Applying to Class 5 Switch and Softswitch Platforms 7-1
 - 7.1.1 Reduction in Outside Plant Facility Costs 7-1
 - 7.1.2 Increases Market Reach 7-3
 - 7.1.3 Offers Consistent Services Throughout Serving Area 7-3
 - 7.1.4 Differentiates Centrex Offering and Maintains Customer Loyalty 7-4
 - 7.1.5 Opportunities for New Revenues through Bundled Services 7-4
 - 7.1.6 Helps Keep the Centrex Product Competitive with IP PBXs 7-4
 - 7.2 Benefits Applying to Class 5 Switch Platforms 7-4
 - 7.2.1 Protects Investment in Class 5 Switches 7-4
 - 7.2.2 Readily Accommodated by an Existing Operations System (OS) and Procedures 7-4
 - 7.2.3 Understood by Service Provider Sales Force and Support Organizations 7-5
 - 7.3 Benefits Applying to Softswitch Platforms 7-5
 - 7.3.1 Ability to Offer New, Value-Added Features 7-5
 - 7.3.2 Open Service Creation Environment 7-5
 - 7.3.3 Expected to Reduce Overall Network Costs 7-5
 - 7.3.4 Instant Feature Activation/Enhanced Customer Management Capabilities 7-5
 - 7.3.5 Alternative Pricing Models Can Be Used 7-6
- 8. Hurdles and Challenges to IP Centrex Deployment 8-1
 - 8.1 Network Equipment Challenges 8-1
 - 8.1.1 Standardization and Interoperability of IP Centrex Equipment 8-1
 - 8.1.2 Interoperability between IP Centrex Equipment and Legacy Systems 8-2
 - 8.2 Service Provider Challenges 8-3
 - 8.2.1 Development of a Compelling Service Offering 8-3
 - 8.2.2 Service Order Negotiation and Provisioning 8-3
 - 8.2.3 CPE Installation and Configuration 8-4

8.2.4 Performance Monitoring, Maintenance, and Testing	8-4
8.2.5 Voice Quality	8-5
8.2.6 Quality of Service and Bandwidth Management	8-6
8.2.7 Customer and End-User Authentication	8-7
8.2.8 Unrestricted Multilocation Centrex	8-9
8.3 Enterprise Challenges	8-11
8.4 Softswitch Challenges	8-11
9. IP PBXs	9-1
9.1 Benefits of IP PBXs and IP Centrex	9-3
10. Conclusions	10-1
10.1 IP PBXs and IP Centrex	10-1
10.2 Established Service Providers and Greenfield Operators	10-2
10.3 Class 5 Switch and Softswitch IP Centrex	10-3
Appendix A: IP Telephony Protocols for IP Centrex	A-1
A.1 Class 5 Switch-Based IP Centrex	A-1
A.1.1 Use of H.323	A-1
A.1.2 Use of SIP	A-5
A.2 Softswitch-Based IP Centrex	A-7
A.2.1 Use of H.323	A-8
A.2.2 Use of SIP	A-10
Appendix B: Centrex Features	B-1
B.1 Analog-Like Centrex Features	B-1
B.2 ISDN Features Available for IP Centrex Stations	B-6
Appendix C: Industry Status	C-1
Appendix D: Acronyms	D-1
Appendix E: Glossary	E-1
Appendix F: References	F-1

List of Figures

Figure 2-1	Centrex Installed Base - United States (1977-1991)	2-2
Figure 2-2	Centrex Installed Base - United States (1992-2000)	2-3
Figure 2-3	Centrex Deployment (Based on System Size)	2-4
Figure 2-4	Centrex Market Share (by # of installed lines)	2-5
Figure 3-1	Class 5 Switch-Based IP Centrex (Supplier-Neutral)	3-3
Figure 3-2	Class 5 Switch-Based IP Centrex (Supplier-Specific)	3-4
Figure 3-3	Softswitch-Based IP Centrex	3-7
Figure 3-4	IntraLAN Voice Path for Class 5 Switch-Based IP Centrex	3-10
Figure 3-5	Path for Class 5 Switch-Based IP Centrex without IntraLAN Voice Paths	3-11
Figure 3-6	Path between Conventional Centrex line and IP Phone for Class 5 Switch-Based IP Centrex	3-12
Figure 3-7	IntraLAN Voice Path for Softswitch-Based IP Centrex	3-13
Figure 6-1	IP Centrex Configuration Highlighting the Introduction of IP Phones (Class 5 Switch Platform)	6-2
Figure 6-2	IP Centrex Configuration Highlighting the Use of IP Station Equipment (Class 5 Switch Platform)	6-3
Figure 6-3	IP Centrex Configuration Highlighting the Use of IP Station Equipment (Softswitch Platform)	6-4
Figure 6-4	IP Centrex Configuration Highlighting the Use of Customer Gateways (Class 5 Switch Platform)	6-5
Figure 6-5	IP Centrex Configuration Highlighting the Use of Customer Gateways (Softswitch Platform)	6-6
Figure 6-6	Multilocation Centrex for the Branch Office (Class 5 Switch Platform)	6-7
Figure 6-7	Multilocation Centrex for the Branch Office (Softswitch Platform)	6-8
Figure 6-8	Multilocation Centrex for Telecommuters (Class 5 Switch Platform)	6-9
Figure 6-9	Multilocation Centrex for Telecommuters (Softswitch Platform)	6-10
Figure 6-10	Road Warrior Access to IP Centrex Group (Class 5 Switch Platform)	6-12
Figure 6-11	Road Warrior Access to IP Centrex Group (Softswitch Platform)	6-13
Figure 6-12	Road Warrior Access to IP Centrex Group via Virtual Private Network (Class 5 Switch Platform)	6-14
Figure 9-1	IP PBX Configuration	9-2

List of Tables

Table 5-1	Customer Benefits of IP Centrex	5-3
Table 7-1	Service Provider Benefits of IP Centrex	7-1
Table 9-1	Comparison of Customer Benefits for IP Centrex and IP PBXs	9-4
Table C-1	IP Centrex Network Equipment Suppliers	C-3
Table C-2	Service Providers Planing IP Centrex Service or Trials	C-5