Cisco Partner FAQs

Atmosphere® Voice Services for Cisco Spark

Who is IntelePeer?

IntelePeer delivers ready to use, cloud-based, multi-channel business communications you can build on with voice and messaging applications via multiple connection options, backed by an award-winning support team and disaster avoidance solutions. Partners and companies of any size can leverage our innovative solutions to create more effective customer interactions and improve business processes.

Since 2003, IntelePeer has partnered with Cisco to certify our services with Cisco's cloud, hosted, and premise solutions. As the first PSTN provider for Cisco Spark, our Atmosphere® Voice Services are seamlessly integrated for easy turn up of service, fast voice provisioning, and robust connectivity across the public switched telephone network (PSTN).

What is the cost to add PSTN service?

IntelePeer's Atmosphere® Voice Services bundle for Cisco Spark provides reliable service and includes all the features your customers need starting at $8.95/user. Click here to learn more about Atmosphere® Voice Services bundles for Cisco Spark, including the option to add Reserved Direct Inward Dialing (DID) numbers, international calling, and receive volume and term discounts.

Please note: an Atmosphere® Voice Services bundle is needed for every Cisco Spark Calling license purchased and/or any Cisco Spark Boards or Room systems requiring PSTN enablement.

IntelePeer recognizes a DID on the Spark platform as an Atmosphere® Voice Services bundle so if you voice-enable one Cisco Spark *C license*, the rest of the Cisco Spark *C licenses* will also be voice-enabled. This applies to any device able to make inbound or outbound calls, as well as any Auto Attendant or Hunt Groups that are accessed by the PSTN. **There must be a 1:1 ratio of Atmosphere® Voice Services bundles to Spark *C licenses.***

Diagram 1: Atmosphere® Voice Services Bundles for Cisco Spark

PSTN Phone

IntelePeer®
The Cloud Communications Company

Cisco Spark

Reserved DID
$1.00 MRC

Analog Telephone Adapter (ATA) DID
$8.95 Voice Bundle MRC
(ATA) 190-SC

Lobby Phone DID
$8.95 Voice Bundle MRC
7800 Series

End User DID
$8.95 Voice Bundle MRC
8800 Series

Cisco Spark Room Devices

Conference Room Phone DID
$8.95 Voice Bundle MRC

External Voicemail Access DID
$8.95 Voice Bundle MRC
External Spark Voicemail

Auto Attendant (AA) DID
$8.95 Voice Bundle MRC
AA   External Spark Auto Attendant

Hunt Group (HG) DID
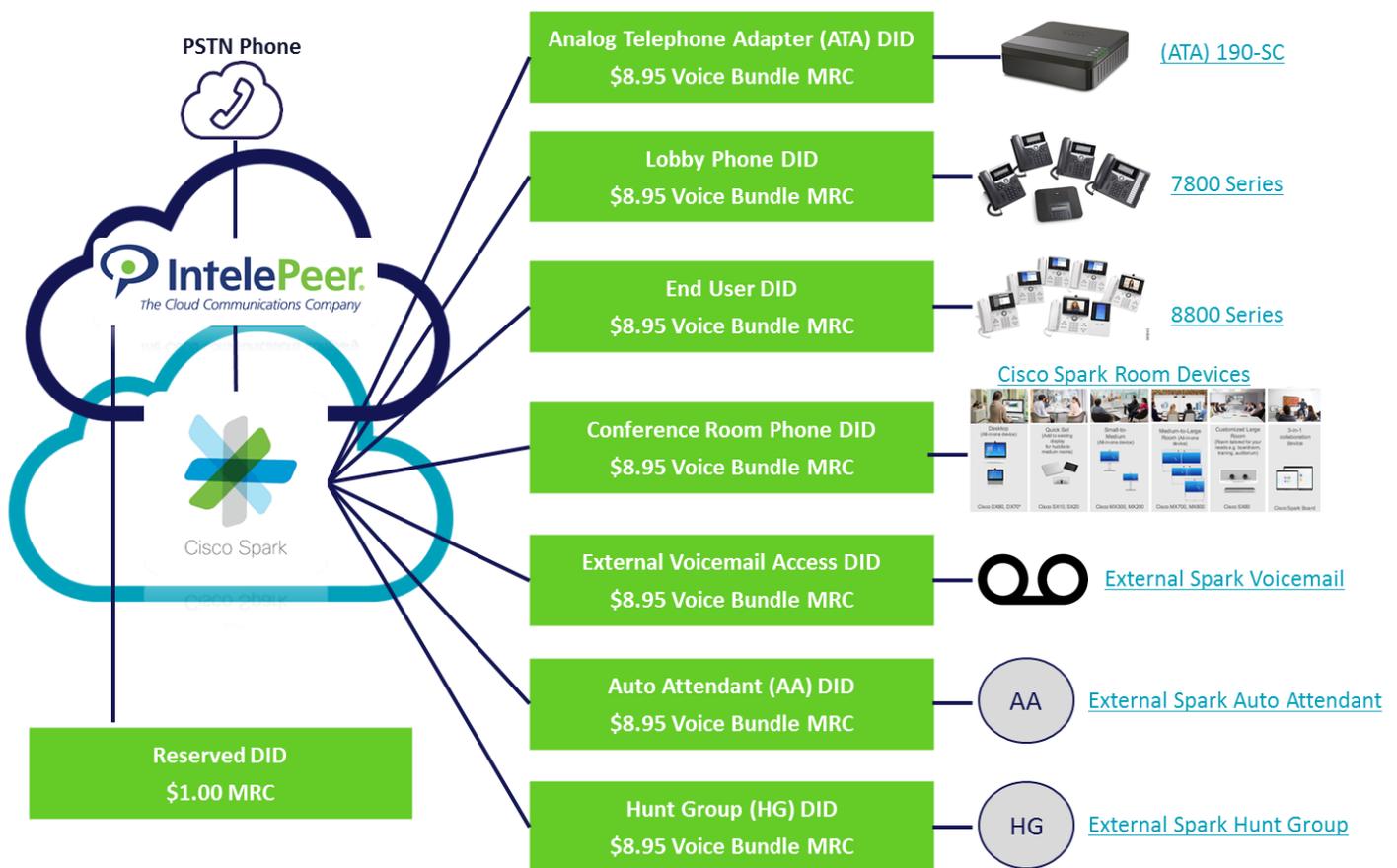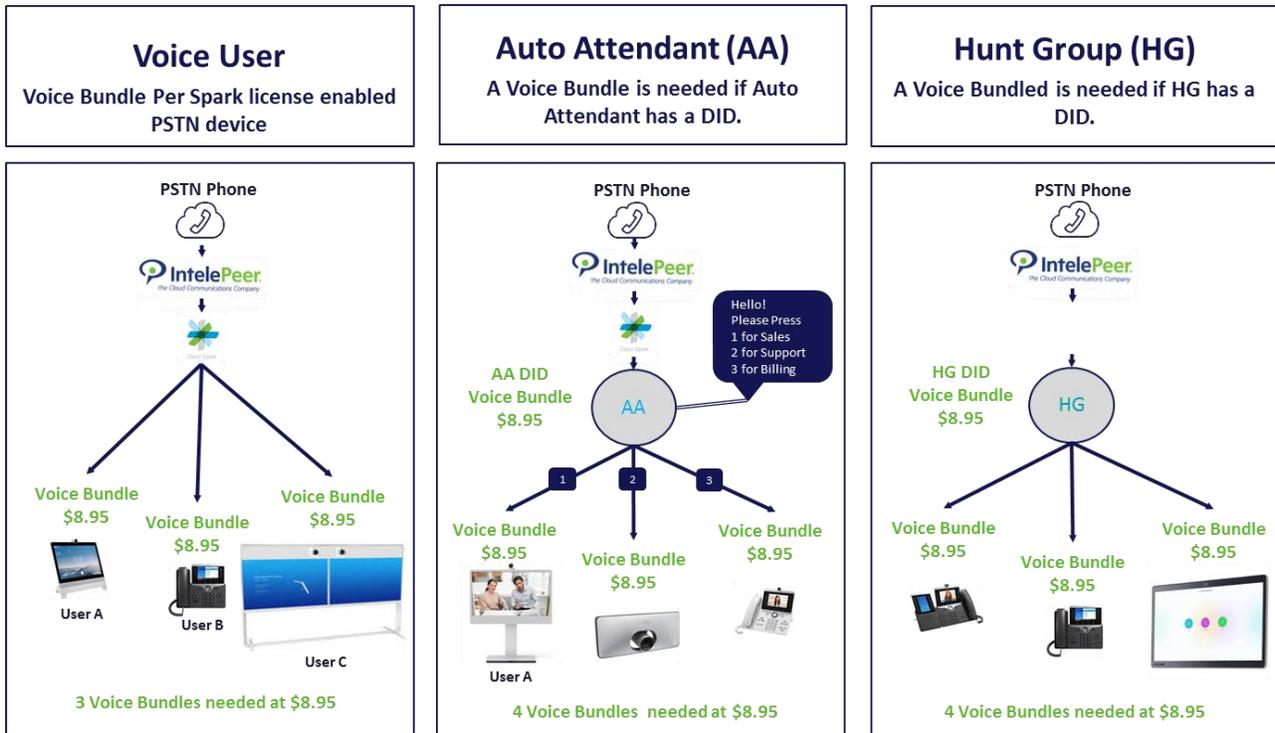**$8.95 Voice Bundle MRC**
HG   External Spark Hunt Group

Diagram 2: Cost Examples for Atmosphere® Voice Service Bundles for Cisco Spark

Does the PSTN plan include Toll Free Numbers?

Atmosphere® Voice Services Bundles for Cisco Spark can include either a standard Direct Inward Dialing (DID) or Toll Free number. As usage for Toll Free numbers included in this bundle cannot exceed 10% of overall usage, these numbers are not a meant for "power users" (i.e. a contact center).

If there is need to exceed 10% usage for your customer's Toll Free number(s), IntelePeer will work you to determine pricing options.

Is international calling included in the PSTN plan?

Atmosphere® Voice Services Bundles for Cisco Spark provide the ability to make international calls; however, separate charges will apply. For a complete list of pricing and locations, please click here.

Can my customers keep DID numbers in the PSTN plan without activating them?

With a Reserved Direct Inward Dialing (DID) number, IntelePeer allows customers to keep numbers in inventory for future use with their Cisco Spark account without needing to activate them right away in the event you have a need for them in the future. IntelePeer can place it in a "holding status" so the customer won't lose the number or have to pay the full Voice Services Bundle cost for a number not being used. When a customer is ready to use this number, IntelePeer can easily activate it.

Please note:

- Reserved numbers are not associated with a User, Auto Attendant, or Call Group.
- Numbers can only be placed in this status if there are more DID's (Atmosphere® Voice Service Bundles) than Spark Call licenses.

The standard cost for a Reserved number is $1.00 per number, per month. Taxes and fees are included and discounts are available. Click here for more information. To include numbers in Reserved status, please email enterprisesupport@intelepeer.com.

How do I start a PSTN service trial for my customers?

You can initiate the IntelePeer Atmosphere® Voice Services trial in the Cisco Spark Control Hub for either 30, 60, or 90 days (IntelePeer recommends 30 days). There is no agreement required for trial accounts.

After you have created the trial account, your customer can log in to Cisco Spark Control Hub to accept the Terms and Conditions of the trial and upon acceptance, the trial commences.

Please note:
- When entering the appropriate services for the trial, the "Call" box must be checked to include PSTN services.
- International calling and porting of numbers is not available during the trial
- 10 numbers and 5 devices are the maximum quantity that can be used during trial

For detailed information on trial activation, contracting, and ordering services, please click here.

What does the PSTN contract look like?

Once you have converted your customer's trial account to active, IntelePeer will email an electronic Master Services Agreement (MSA) to the legal or primary contact in the customer's account. A sample IntelePeer Atmosphere® Voice Services for Spark MSA can be found here.

How is PSTN service billed?

The invoice for voice service from IntelePeer will be emailed directly to the billing contact on file for the account. Invoices will be sent the 5th business day of each month. Customers have the option to remit payment via credit card (preferred method), ACH, or wire transfer.

How do I order numbers for PSTN on behalf of my customers?

You can set up either set up a IntelePeer Atmosphere® Voice Services trial or the purchased Spark license in the Cisco Spark Control Hub. Please be sure to select "Call" to include PSTN services.

- Click on the customer record
- A pop up screen will appear on the right side, click the green "Add Numbers" button.

Click here to download this ordering guide for detailed, step by step instructions.

What is the number porting process for IntelePeer's PSTN service?

With IntelePeer's Atmosphere® Voice Services for Cisco Spark, you can port (transfer) any of your customers existing Direct Inward Dialing (DID) or Toll Free Numbers from the current carrier to our network. The time required for porting is dependent on the current carrier. Orders of 1-50 numbers typically take 21-30 days and larger orders may take longer. Customers can start using Spark PSTN prior to porting by selecting numbers (billable) prior to the port, assign them to users, and have calls forwarded. Once the port is complete, ported numbers will now become billable. Any temporary numbers will need to be unassigned and ported numbers will be reassigned in Spark Control Hub.

Detailed information on IntelePeer's porting process for Cisco Spark can be found here.

Is Caller ID Name (Caller ID) /Caller ID included in PSTN service?

In order to register CNAM for Atmosphere® Voice Services for Spark Call, you must first download the IntelePeer CNAM Order Form. Please complete the required fields which include company name, phone numbers, and the desired name to be associated with each number and return completed form to enterprisesupport@intelepeer.com.

Please note:

- Names cannot be longer than 12 characters, including spaces, and no special characters.

- Other guidelines and limitations are outlined on the form