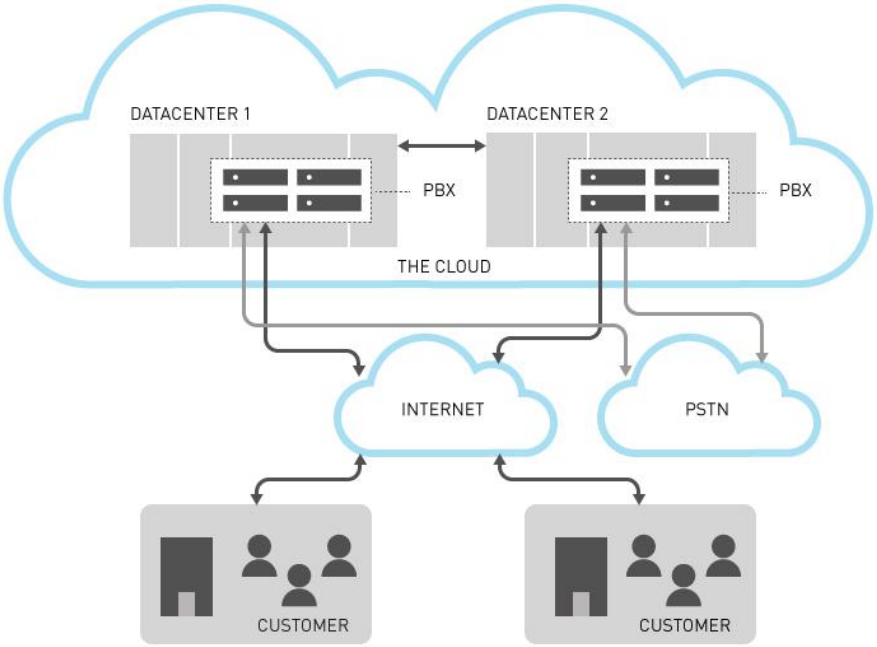
ReWired Hosted PBX

Rewired Telecom's Hosted PBX service is delivered from a well-designed, redundant network with every possible event in mind, from natural disaster to everyday network glitches. We understand that your phone service is critically important to you, and you can rest assured that Rewired Telecom Services has applied its superior cloud services knowledge to its Hosted PBX infrastructure.

Rewired Hosted PBX uses Voice over Internet Protocol (VoIP) technology to provide business-grade telephone service and features. It was designed specifically for the needs of our small and medium business customers.

VoIP technology, by definition, uses the public Internet to route telephone calls between end points. On the customer side, phones are connected to the Internet and incoming and outgoing calls are routed based on the customers' preferences. We use our robust, redundant cloud based network to route calls to the Public Switched Telephone Network (PSTN) to ensure that customers can make calls to any working telephone number and that our customers can ALWAYS receive their calls!



Rewired Hosted PBX uses Session Initiation Protocol (SIP) for two-way call communications and supports the G.711 and G.722 codecs.

The service is provided via a geographically-distributed, redundant infrastructure, hosted in our top-tier, SAS 70 Type II-certified datacenters. Each datacenter has redundant electrical and cooling infrastructure, including diesel generators for back-up power. The entire infrastructure is deployed with redundant power supply units in the event of a power feed failure.

Each datacenter is connected with multiple tier 1 Internet providers including Level 3, UUnet, Sprint, and Global Crossing. This guarantees availability and allows Rewired Telecom better capabilities to route traffic around occasional Internet provider backbone issues in the cloud.

PBX Services

The PBX portion of Rewired Hosted PBX, which delivers the calling features and customer-specific call routing is built on an open-sourced, standards-based soft switch. The PBX runs on a Linux server, using a VMWare hardware platform.

We use high-availability hardware and network components to ensure redundant infrastructure within our datacenters. By using a high-availability infrastructure, we are able to guard against common outages that might be caused by hardware failure or storage network failures. However, in the case of major datacenter disruption, we are able to restore PBX services from another datacenter within seconds.

Network Services

Rewired Telecom connects to the PSTN via multiple interconnects with ILEC (Incumbent Local Exchange Carrier) and CLEC (Competitive Local Exchange Carrier) switch networks, which also uses high-availability hardware and network components for telco interconnectivity, with automatic failover to secondary network connections in the case of an outage. This highly-redundant, geographically diverse architecture allows us to ensure that voice traffic will still be delivered uninterrupted in the event that we lose connectivity to a telephone network.

Call Quality

Within our infrastructure, we ensure the best possible call quality for our customers by taking several measures in how we architect our service.

- Hosted PBX service components are placed as close to the edge of our network as possible, to minimize the number of steps that VoIP packets must travel through and thereby reducing possible call-quality impact.
- A large-pipe network is utilized to ensure plenty of capacity for VoIP calls.
- Our network is over provisioned to ensure that our capacity is always sufficient for peak demand.

We can help you improve call quality by increasing bandwidth. We'll test the quality of your current Internet connection to determine if it is sufficient to support the number of PBX users within your company.

Generally, a Rewired Hosted PBX VoIP call will use a maximum of 90 kilobits per second (kbps) of bandwidth for the duration of the call, though phones that support G.729 codec will use 30kbps. The amount of bandwidth needed for Rewired Hosted PBX will depend on the number of users, call volume and call patterns. For example, if you had five Rewired Hosted PBX users and each user is on the phone at the same time, it would require 450 kbps of available bandwidth (upstream and downstream) to ensure high call quality. Limited bandwidth can have an effect on call quality.