

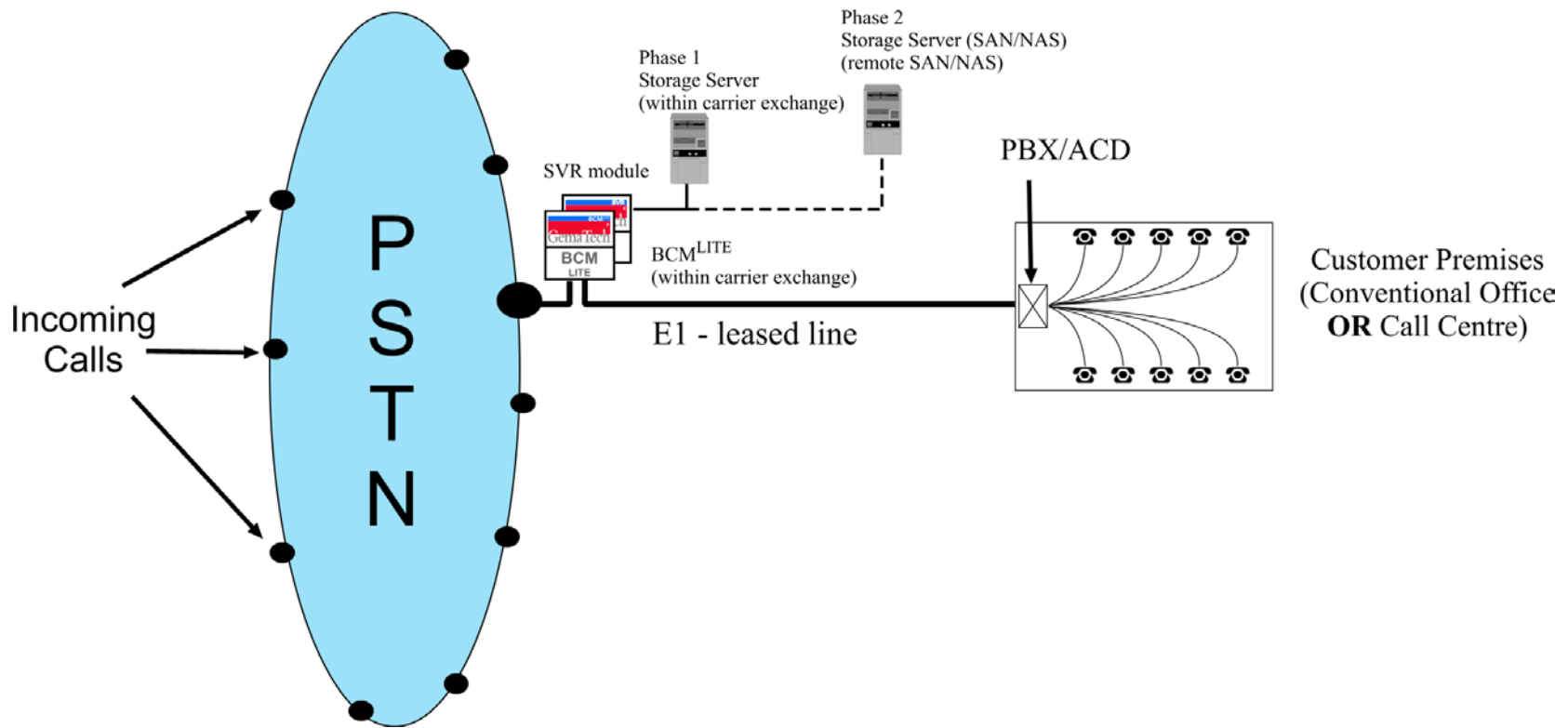
## Enhancing the resilience of the 'last mile' using call redirection

Equipment can be installed in the service provider's exchange to re-direct calls on demand to alternate locations.

**Figure 1** shows how calls are routed under circumstances of "business as usual". Calls traverse the PSTN (Public Switched Telephone Network) terminating at the exchange hosting the customer. At the exchange the calls are passed through equipment (shown as a BMC<sup>LITE</sup>) over the "last mile" connection to the customer's PBX (private branch exchange). The rerouting equipment can be pre-programmed with different rerouting schemes.

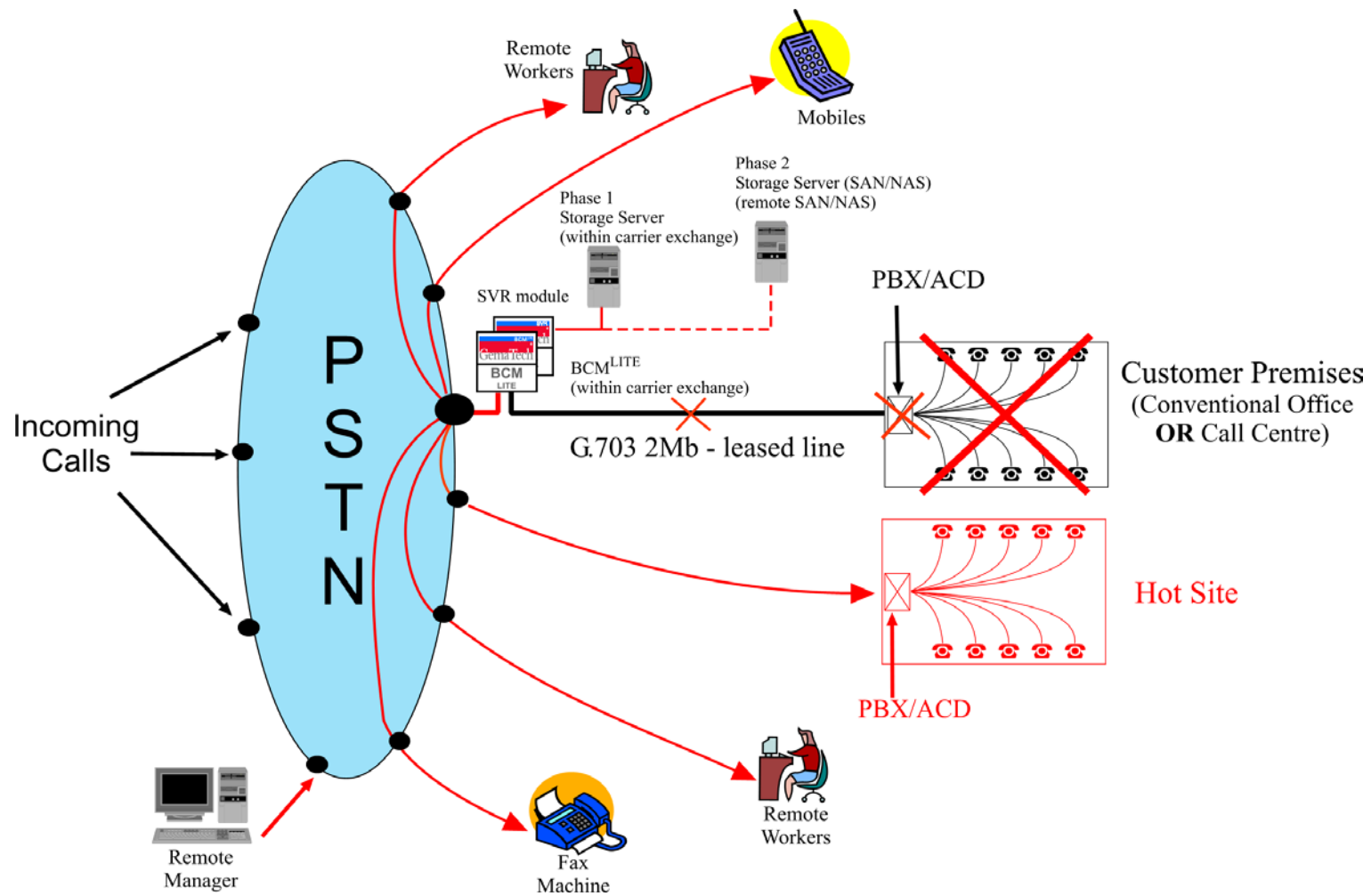
**Figure 2** shows calls re-routed in red following activation of business continuity arrangements by, for example, the remote manager calling into the rerouting equipment (shown bottom left). Business continuity arrangements may have been activated as a consequence of situations such as the "last mile" connection being broken or failure of the PBX. Incoming calls can be rerouted *en masse* across the PSTN to a fall-back site or individually as shown in the figure.

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**Figure 1. Call routing - business as usual**

(Illustration courtesy [GemaTech](#))



**Figure 2. Call routing - following activation of business continuity arrangements**  
 (Illustration courtesy [GemaTech](#))