

# VoIP

## Advanced Telephone Services for Small Businesses

VoIP (Voice over Internet Protocol) uses broadband technology to carry telephone traffic.

VoIP uses spare broadband capacity to create a very sophisticated telephone infrastructure for even the smallest company.

With VoIP you can have all the telephone facilities of a 'big' business at small cost and minimal capital expenditure.

- Sophisticated Call Handling  
(Queues, Hunt Groups, Conference Rooms)
- Free calls between extensions  
(Office, Home, Branch Offices. Even in different countries)
- Significant savings over BT charges  
(Calls from 1.00 ppm in UK. From 1.5 ppm International)
- Location independence
- Pricing starts at £4 per month



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## Hosted PBX Services

VoIP gives you a totally flexible set-up, without the expensive investment or messy installation, allowing you and your business to work smarter and look more professional.

Features	Advantage	Benefit
Select from any UK exchange (special numbers available) or International telephone number	Keep your number memorable with a professional looking telephone number	Maximise your advertising opportunities and strengthen your brand/company name
Completely hosted VoIP package for multiple users	Amalgamate distributed workforces under one telephone system	Unifies the way you communicate and allows greater flexibility, portability and productivity
Online Control Panel	Instant access to call management features with no additional software required	Customise your account preferences at anytime and anywhere with an Internet connection
Free VoIP-to-VoIP calls and low monthly rental charges	Capitalise on a fully featured VoIP system with lower ongoing call/system maintenance costs	Save money by keeping your day-to-day costs down
Quick and easy setup	Set up your telephone system within a matter of minutes	Add new numbers, add/change configurations or services rapidly

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## Key Features



### IP PBX functionality

- Hunt Groups: Call groups of telephones simultaneously or consecutively using the same telephone number
- Time-of-day Routing: Advanced call handling allowing you to set automatic out-of-hours call routing
- Interactive Voice Menus: Create your own virtual switchboard and auto-attendant
- Welcome Messages: Record your own voice prompts and welcome messages
- Music on Hold: Upload your own marketing message or music when your callers are on hold
- Call Queuing: Intelligent call queuing ensuring incoming calls are dealt with efficiently
- Multiple Extensions: 10 internal extensions are included for you to personalise and to give to individual users
- Voicemail: Seamlessly delivers your voicemail to you as an email attachment. SMS text delivery available at additional cost
- Call Divert: Divert when busy or divert when unanswered to your mobile or landline

### UK numbering

- UK numbering: UK geographic (01, 02, 03) or non-geographic (08) number included
- Freephone services: UK and International freephone numbers
- International numbering: Flexibility of having an International phone number.
- Direct Dials: Direct dial support allows you to give each user their own telephone number which integrates with the main VoIP system.

### Online Account Management

- Online Control Panel: to customise your telephone system remotely, no additional software required.
- Online Call Management and Invoicing: Downloadable call statistics and invoices
- Custom Caller Line Identities: You can withhold your number or use an existing number as a CLI
- Personal phone directory: import/export your own contacts

### Cheap calls and flexible packages

- Free calls: Free VoIP-to-VoIP and inter-site calls.
- Pay-as-you-go option: UK landline calls from just 1p per minute and UK mobile calls from just 6p per minute
- UK Unlimited option: 4000 pre-paid UK landline minutes - £8 per month
- UK Mobile option: 500 pre-paid UK mobile minutes - £30 per month
- International Unlimited option: 4000 landline minutes to 34 different countries - £25 per month

### Peace of mind

- Number porting: Optional service to keep your existing BT or Virgin Media number and many other providers
- 999 emergency services: We support calls to 999 and 112 emergency services

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## Additional Services

- Fax-2-Email
- Email-2-Fax
- Voicemail-2-Text
- IAX/SIP Trunks for PBXs
- Tailored Asterisk-based PBX Systems

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