



What is Hosted VoIP?

VoIP put simply is Voice over Internet Protocol. In a simplistic view this is the ability to deliver voice traffic over the Internet. Talk Internet's IP Voice Services is a fully integrated managed telephone service delivered using next generation IP technology.

Monitoring and Resilience – The VoIP services are fully monitored 24 hours a day as well as being fully resilient and geographically redundant.

Access- VoIP phones have full unlimited access to the BT national and international network at lower costs than traditional telephony.

Free Calls – All calls between VoIP users (on our platform) are absolutely FREE. With no connection charge or other hidden cost charges being applied.

Management – Using the web based business portal changes to the systems are easily made and effected, in real time.



Features and Benefits

VoIP offers lower cost calls between you and your customers, wherever they maybe. With the added benefit of all calls between VoIP users being absolutely free, you can quickly reduce your call expenditure.

Improved Call Control – Customization of call forwarding and diverts is possible from a toolbar that can be added to internet explorer and Outlook. Complete call history is additionally available and customised inbound call routing is achievable.

Home Working – By adding the softphone application then users can now work from wherever there is an internet connection. Users receive and make calls all from the office number no matter where they are. You can also use a full telephone as if you were sat in the office.

Destination Unreachable and Disaster recovery – The phone system knows if the destination of a call becomes unreachable for any reason (loss in connection – phone unplugged – no power etc) and can route the call to a predefined location such as your mobile. In the event of a disaster you will now never miss that important order or call as all calls are routed to the alternate defined location.

Ease of Use – All of Talk Internet's Phones are preconfigured prior to shipping ensuring that they work straight from the box. The business portal provides the mechanism for administrators to manage the entire voice system in real time.

Number Porting – You can port over all your existing numbers into the system, including none geographic numbers to ensure business continuity.

Cost Effective – VoIP services offers a fully managed telephony system provided for a monthly fee. There is no initial outlay or maintenance charges in an expensive traditional PBX and services can be managed in real time to ensure that you are receiving the correct features and benefits.

Additional Features - As well as providing the same standard set of features as a traditional PBX, hosted VoIP can additionally provide Auto Attendant services, Receptionist Console, Call Centre Management and customised on hold music.

Need more information? Call us now on 0845 310 1010 or visit www.talkinternet.co.uk



Configuration

Utilising Talk Internet's VoIP services couldn't be easier. Once an order is received, the services are enabled and details of the management console passed to your administrator.

Management - A full user interface is available for configuration of services. All Phones ordered from Talk Internet are preconfigured for your system, enabling "plug and go" functionality from the box.

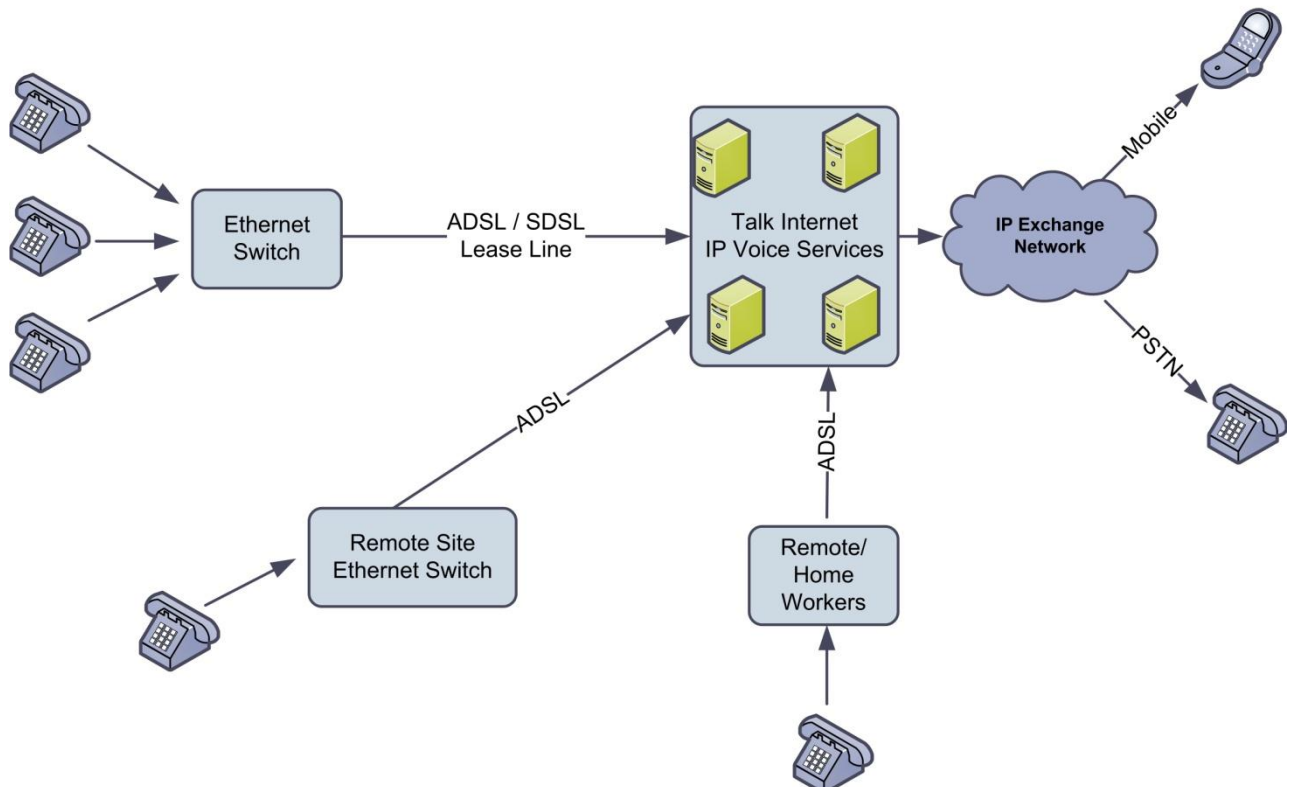
Remote working – Remote workers can plug the preconfigured phone into the broadband connection and start to receive phone calls straight away. No additional configuration required.

Extension Dialing – Using site number ID's it is possible to dial extensions, no matter which physical site they are located, by using the short extension dialling method.



How does Hosted VoIP work?

VoIP works by transmitting voice services over the standard IP network. This can be your ADSL Connection or Leased Line dependent upon your location. As can be seen in the diagram below there are various connection methods to the service, ensuring maximum flexibility and resilience with no call charges to other VoIP users on the system.



VoIP Comparison Chart

| Option | Basic User | Standard User | Premium User | Premium Plus User |
|--|--------------------------------------|---------------|---------------|-------------------|
| Basic functionality including call forwarding, busy no answer, call waiting and 3 way calling | Yes | Yes | Yes | Yes |
| Call Group Pickup | No | Yes | Yes | Yes |
| Voicemail | Add In | Yes | Yes | Yes |
| Advanced Call Routing | No | Add In | Yes | Yes |
| Outlook toolbar | No | No | Add In | Yes |
| Auto Attendant | Add In | Add In | Add In | Add In |
| Support | 9:00am to 5:30pm Monday to Friday | 24x7 support | 24x7 support | 24x7 support |
| SLA | 99.97% uptime | 99.97% uptime | 99.97% uptime | 99.97% uptime |

Technical Fact and Features

| | |
|------------------------------|--|
| Low Cost Calls | Calls to the BT National and International network are at a lower cost |
| Never Miss a call | Destination unreachable forwards all calls to a preconfigured device to ensure that you never miss a call again |
| Resilience | The Talk Internet VoIP network is both location and system resilient. Multiple remote locations ensure that the service is always on. Data Centres are equipped with failover equipment and hot standby connections. |
| Expandable | Spread across multiple sites easily and efficiently, with inter office extension number dialling as standard |
| Easy to use | VoIP services are "plug and go" with pre configured phones shipped as standard |
| Keep Existing numbers | All existing numbers can be ported into the VoIP service including non geographic numbers |
| Free Calls | All calls to other VoIP users are free of charge |
| Codecs | Utilising industry standard G722 (HD Voice) G711 and G729 for reliable voice communication |
| Bandwidth | Calls utilise 100kb of bandwidth in both directions for clear communication |

About Talk Internet

A quick glance at the market will reveal that there are many ISPs that you could be talking to - so why deal with Talk Internet? The answer is simple, flexibility. We do not believe in a "one-size fits all" approach. We customise our solutions to meet our customers' specific requirements and this approach has been at the core of our success.

Established for over 15 years, we are a UK-based operation, with our data centres and support function located in the UK. This means that if you have a problem you can quickly get through to one of our highly-trained support technicians who will help you find a resolution.

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