

Cloud & Fibre   
Keeping our customers connected

# VOICE SERVICES



**Hosted Voice, Business Phone Lines  
& Call Packages**

## Hosted Voice (VOIP)

Cloud & Fibre's hosted VOIP (Voice Over Internet Protocol) service is built on the established Broadsoft platform, providing a comprehensive replacement for traditional PABX telephone systems.

Our hosted voice service provides cloud-based telephony that's reliable and adaptable, for individuals up to 500 users. Calls are delivered using our business grade connectivity – ADSL, Fibre Broadband, Microwave Ethernet or Fibre Ethernet.

## The Benefits of Hosted Voice:

### Reduced Costs and Lower Expenses

You get what you pay for – a monthly service charge per user. That's it. And the service comes with updates as standard, so you don't have to worry about keeping up with technological advances once it's installed. You can keep your operating expenses down with our rental rates starting from £7.50 a month per user.

### Free Calls

All internal and site-to-site calls are free. We can issue remote users with VOIP handsets and all these internal calls are also free.

### Online Portal and Reporting Tools

You can view call statistics, per user, per site, and monitor your workforce's call use and call availability online. You can also listen to recorded calls and see a fully itemised list of all calls made on handsets within your network.

### Excellent Business Features

Our service provides call recording, call diverts, on hold music, online conferencing and hunt groups. All can be tailored to suit your specific business needs. You can control incoming calls through call routing plans to divert them to specific departments and people.

### State of the Art Handsets

We offer a choice of the best handsets from Yealink, Panasonic and Cisco, and we have packages that include free handsets to keep your capital expenditure down.

### Lower Capex

With lower up-front costs we can provide solutions based on an Opex model. Our rental per user starts from £7.50 per month.

### Competitive Call Charges

We charge for local and national calls from 1p per minute, and mobile calls for as little as 3p a minute, depending on volume. We're also competitive on international call charges and charge all our calls on a per second basis with no connection fee.

### Easy Administration

Our online portal makes looking after your phone service easy. You can set up permission levels and new users, and delete user accounts where necessary.

### Disaster Recovery and Resilience

Our Hosted Voice systems are built to last while being adaptable. We can bolster this built-in resilience with optional backup services to make sure you stay connected at all times, regardless of location.

### Remote Working and Mobile Devices

If you need to integrate mobile and tablet devices with your telephony, we have IOS and Android applications to make this happen. We also have remote worker solutions that keep your workplace in touch with off-site teams using a central hub.



## Business Phone Lines & Call Packages

With access to all the major carriers including BT Openreach, we provide excellent fixed line business telephone services. The number of phone lines you'll need will depend on how many individual users you expect to be on the phone at the same time. The table below explains what product will best suit the size of your business.

PRODUCT	NUMBER OF SUPPORTED USERS
Premium PSTN Business Phones Lines	1 to 2
Multiline PSTN Phone Lines	2 to 8
ISDN2 & ISDN30 Services	5 to 100

## New Installations

With competitive line rental charges for standard landlines and ISDN services we can organise an installation into your business around you and your needs.

## Transfer Your Phone Line

We make it easy for you to move your line over to Cloud & Fibre. We'll do all the hard work without any downtime or loss of service on the day of transfer. We'll do this bit for free, and then you can start to get the best out of our line rental for as low as £12.50 a month.

## Free Itemised Billing

We'll give you're a free monthly itemised bill, on the first of every month, including all the previous month's call traffic.

## Care Package Options & Fault Fix Times

All our business clients receive care level two shown on the table below, which means fixing a fault by the end of the next working day, within operating hours. We do offer alternative options for faster fault fixing.

CARE PACKAGES	COST	OPERATING HOURS	FAULT FIX TIMES
Level One	Free	8am - 6pm Mon-Fri*	Within operating hours,we'll fix it by the end of the second working day Outside operating hours, we'll fix it by the end of the third working day
Level Two	Free	8am - 6pm Mon-Sat*	Within operating hours,we'll fix it by the end of the next working day Outside operating hours, we'll fix it by the end of the second working day
Level Three	£4pm per line	7am - 9pm Mon-Sun	Before 1pm, we'll fix it by the end of the day inc. Public & Bank holidays. After 1pm within operating hours, we'll fix it before 1pm the next day
Level Four	£5pm per line	24h per day - 7 days per week	We aim to fix it within 6 hours

\* Exc. Public & Bank holidays \*\* Assuming we have 24hr access to the location

## Competitive Call Charges

We charge for local and national calls from 1p per minute, mobile calls at only 3p a minute, depending on volume. Our charges for international calls are competitive an all calls are charged on a per second basis.

## Call Diversion

We can offer you a call divert service with our business phone lines, enabling you to divert calls from landlines, mobiles or other devices using a simple handset function.

## Free Voicemail to Email

If you take our voicemail option we'll provide you with online reporting which means all your voicemails can be sent to you as emails using our automated system.