

# VoIP

Customer guide



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# VoIP turns a simple internet connection into a fully functional phone system.

VoIP is a secure, robust and resilient platform proven across **170 countries** and trusted among **95%** of the **Fortune 1000 US** corporations.

The technology behind our Hosted VoIP platform and SIP trunks has been developed in-house to our own exacting standards to ensure it is scalable, secure, robust and reliable.

- **FREE** STATE OF THE ART YEALINK T23G PHONE
- A COMPLETE FULLY FUNCTIONING PHONE SYSTEM WITH **NO CAPEX**
- **UNLIMITED** UK LANDLINE AND MOBILE CALLS
- **GREAT** CALL RATES TO ALL OTHER DESTINATIONS



# Why are businesses turning to VoIP?

## Low cost

In general, a telephone service via VoIP costs less than an equivalent service from traditional providers.

There are also some cost savings due to using a single network to carry voice and data. This is especially true if you have an existing, under-utilised network capacity that can be used for VoIP without any additional costs.

## Increased functionality

The rigid nature of traditional telephone services makes some functionality hard or, sometimes, impossible to offer.

For example, incoming phone calls are automatically routed to your VoIP phone whenever you plug it into any network with internet access.

You can take your VoIP phone with you on a trip and, wherever you connect it to the internet, you can receive and make calls.

## Future-ready

You are probably already making VoIP calls from your standard phones without realising. Communication companies use VoIP to streamline their analogue networks.

By converting analogue signals into digital ones and back again, they seriously reduce the infrastructure required, especially for long-distance and international calls.

As the infrastructure goes digital, VoIP will overtake analogue as the most popular form of voice communication.



# The plan.com VoIP platform

The technology behind our Hosted VoIP platform and SIP trunks has been developed in-house to our own exacting standards to ensure it is scalable, secure, robust and reliable.



## Simple

The entire phone system is hosted in the cloud at one of our secure data centres. All you need to use the service is an internet connection, a compatible desk phone and a subscription.

## Low call-costs

You will immediately see a decrease in call costs – particularly with our minute bundles.

## Scalable

As your business grows, so can the system. There are no expensive upgrades or phone system updates – all that is needed is the addition of an extension and an extra handset.

## Flexible

Anywhere there's a connection to the internet, you can connect with your VoIP system – you can still make and receive calls in the office, at home or even on holiday .

## High quality

We promise there will be no reduction in call quality thanks to our state-of-the-art platform and connections with our Tier-1 providers.

## Feature rich

We offer traditional features such as call forwarding, hunt groups and voicemail along with extra features such as voicemail to email (see 'Features' for details).

## Easy to maintain

We take care of looking after your system, ensuring it is always operational. That means lower maintenance costs and no support contracts.

## Geographic presence

In business it's sometimes desirable to have a presence in other parts of the country.

With our VoIP platform, you can choose a number from our wide-range of geographic and non-geographic numbers.

# Three level of first-class features

## Basic

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**Standard geographic DDIs**  
Our Premium packages come with up to three DDIs per extension ensuring plenty of inbound numbering options.



**Message waiting**  
Stay alerted to voicemail with Message Waiting Indicators and a message button to access new messages.



**Per-extension voicemail**  
Each user receives their own dedicated voicemail-box capable of storing voice messages for up to 60 days.

## Standard

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**Voicemail to email**  
Access messages in standard MP3 files, sent via email.



**Group voicemail box**  
Group voicemail boxes allow multiple people to access messages from any extension.



**Time of day routing**  
Specify different call destinations at different times of day – inside and outside of business hours.



**Hold music**  
A variety of high-quality hold music.



**Call transfers**  
Transferring calls to internal and external destinations enables you to redirect a call to the right person.



**Call barring**  
Restrict and manage outgoing calls, enabling your you to control your bills and keep your system cost-effective.



**Tandem ringing**  
Receive calls to your mobile and VoIP phone at exactly the same time.

## Premium and Premium Plus

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**CDR access and export**  
View detailed records about phone calls, export the list for your own records and produce various statistics.



**Hunt groups**  
Direct calls to more than one person to ensure calls are answered quickly and without fail.



**Custom hold music**  
Upload custom sound files with important business information.



**Conference calling**  
Secure conference calls for internal and external participants at no extra cost.



**Call queues**  
Efficiently queue calls with customisable hold music or important recorded announcements.



**IVR voice prompts**  
Create interactive and intuitive voice prompt menus to ensure calls get through to the right person or department.



**Busy lamp indicators**  
Instantly see if someone is on the phone or free to take a call.

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It's why we constantly seek out the most effective and cutting-edge services out there. Simply Telecom is a business-to-business communications provider.

Our headoffice is located near Belfast. We offer business mobile, landline and broadband solutions throughout the UK & Northern Ireland. As a leading independent unified communications provider we are supported by the major national networks. This guarantees we retain the ability to deliver bespoke, flexible packages that not only provide our clients with the best coverage in the UK but also deliver A1 cost savings and customer service.

