

IP Office

Avaya or Lucent Technologies as they were formally known are the force behind the IP Office, a system that seems capable of almost anything. It is armed with all the features and functions of traditional systems, with a level of forward thinking that is truly astounding.

The systems features are available throughout the IP Office range so whether you have a small or home office, or a 250 user corporate head office, choosing this system, one that encompasses the past and present features and functionality that today's business demands, a system that can move with your business as it responds and adapts to the shifting market cannot possibly be a mistake. This is the choice of the progressive business, one that thinks ahead and wants a system with an eye to the future.

Advanced voice communication features:

- Voice over Internet Protocol (VoIP)
- Link Multiple sites
- Messaging and call centre applications.
- PC based phone manager consoles.
- Integral ISDN router & Firewall
- Integral hub
- Superior voicemail facilities
- Auto attendant
- CTI capable

Key Uses:

VoIP; Do you have several sites across the region, country or even the world and are you clocking up large interoffice bills, even with the help of LCR? Then this may be the answer. Your calls can be sent as data packets over almost any internet link. the costs to send data are likely fixed, and you incur them anyway. Ask how we can make these call costs vanish.

Link to the office; If you work from home what could be better than to integrate the phones as well as the data network? What if your extension could be seen as clearly as if you were in the office next door? Have calls transferred & have people know when you are busy or away from the desk. Gain all the features of phones in the office such as directories and CTI links

CTI; Most businesses know could not cope without its customer database, those companies who are integrating their phone systems into the database such as ACT are benefiting from logging the information from every call they make and instantly having the callers history and details to hand the moment the phone rings, everyone instantly can see who has been dealing with enquiries and issues, and any notes they made.

Panasonic

Panasonic telephone systems and the Panasonic brand have been built upon years of manufacturing quality products for both businesses and consumers alike. Reliability, functionality, flexibility and user-friendliness are all factors that ensure that Panasonic systems make life easier, less stressful and provide the most effective means of communication for the workplace in the 21st century.

Panasonic are extremely strong for their traditional, reliable systems and with their new offering (The KXTDA) are moving into the converged voice & data arena. With the Panasonic range there is a system that will suit your needs and your business.

The Range:

KXTA - An analogue only system, so if you have traditional PSTN lines then this is for you. Suitable for small traditional companies.

KXTD - The Digital offering can accept both PSTN, ISDN2e and ISDN30e lines. You can mix both digital and analogue handsets and attach a voicemail unit to it. Suitable for small to medium traditional companies.

KXTDA - Brand New. Hybrid IP PBX system. Mix a both of analogue and digital handsets and IP enabled for now or the future. Ideal for a traditional small to medium company that wants to invest in something that can be used in the future.

DECT – A superior range of DECT solutions to enable your business to have the freedom that wireless technology brings. If you are thinking wires free then the Panasonic DECT is a must.

Siemens Hi Path

Siemens offer a superb range of telephony switches that sit between the traditional and future solutions. The range of phones have a mass of features that can be accessed easily via the optiGuide scrolling key functions in conjunction with the LCD screen.

The scrolling key functionality is so similar to how a mobile phone works that it is easy for most users to pick up the full benefits of the system incredibly quickly and simply.

Starting from the extensive traditional telephone system you can choose to add in only the features you wish, i.e. Computer Integration, voicemail, music on hold or Voice over Internet Protocol when needed means that you pay for what you need and no more. If your needs change then it is likely the required feature can be added in at the later date.

If the IP Office range is what you wanted, but you run with Apple Mac's so the feature rich PC based phone manager will not work, then the Siemens HiPath 3000 range is the forward thinking solution for your business. You can benefit from IP technology and have the handsets grant you the full power of the systems telephony features

Or if you want a feature rich system with the functionality purely on the handset, but want a scaleable system as and when your business develops then take a good look at what the Siemens hi Path could do for you.

The Siemens HiPath range offer a good blend of small SOHO systems through to 250+ users at the other end of the scale.

Available with wall and rack mounted versions these are good traditional systems with IP and converged packed features ready for you as and when you wish to use them.

Telecommunication Products & Services

- Business Telephone Systems: New and Refurbished
- Handsets: Analogue and Digital
- Headsets: Wired and wireless
- Installation and Maintenance
- Structured Cabling: 2 wire, CAT5e, Fibre
- Answer phones
- Voicemail solutions
- Auto attendant systems
- Call logging programs
- Extension / department billing platforms
- Voicemail solutions
- Office moves and relocations
- Voice over IP (VOIP)
- Least Cost Routing: Calls and line rentals
- Least Cost Routing: Bill Analysis
- BT / Network Service Liaison
- Consultancy

Pricing Schema

Pricing Structure for Telefonix

Arranged Visits (Scheduled in diary)

Up to four hours	£225.00
Over four hours and up to eight hours	£400.00

Unarranged Visits* (Scheduled when engineer available)

Call Out inc First Hour	£85.00
Subsequent Hours	£60.00

Telephone Support

Telephone Support Call	£40.00
As above inc remote management	£50.00

*Unarranged visit times begin from the time the incident is raised until completion.

The above is engineering time only, it does not include consumables and or parts that may be needed for completion of the work. This will be charged separately.

Prices quoted are excluding VAT @ 17.5%.

Cancellations of pre-booked visits

Cancellation Charges

10 working days or more notice	No Charge
6 – 9 Days notice	£150.00
5 Days or less	100%

Working hours

Normal working hours are between 09:00 and 18:00 Monday to Friday excluding Public and Bank Holidays.

Least Cost Routing

Saving money with cheaper telephone calls

It still seems like everyone these days offers Least Cost Routing, everyone will claim to save you money, but not everyone will openly tell you their tariffs!

Our prices are so competitive that we will openly discuss our rates and charges, it is possible that you may already have Least Cost Routing in place, but take the time to look at the numbers because these are savings that can be made every single day. Cost savings against BT standard pricing can be quite substantial.

If your call spend per month is between £200.00 and £500.00 (at our rates) then you would qualify for the tariffs below. The figures in the table following were taken from an independent report commissioned by one of our clients to explore any additional savings he could make. A tender was put out to numerous companies; these were the only ones to reply.

Price Plan Destination	BT	Opal	C&W	Vio	TDL	*	XRL	Worldcom
Local	2.60	1.75	1.80	2.06	1.95	1.75	1.90	1.85
National	4.80	1.75	2.75	2.06	2.15	1.75	1.90	1.85
Vodafone	16.10	13.50	14.65	15.63	14.50	13.50	14.00	15.85
O2	15.28	13.50	14.00	15.63	14.50	13.50	14.00	15.00
Orange	16.54	13.50	17.65	15.63	16.60	13.50	14.00	16.20
T-Mobile	18.32	13.50	17.65	15.63	17.50	13.50	14.00	18.20

* Telefonix supplier

NOTE: Report date 22nd June 2003; tariffs do and may have changed.

Note, with us:

- There is no connection charge, and just a 1p minimum on each call.
- Billing is per second and available fully itemized by email each month.
- We will actively manage your account, and tell you if you qualify for a better rate.*
- There are no set up fees, or fixed tie in times in your contract.
- You can make savings against your BT lines rentals too – all in one monthly bill.
- Full international tariff listings are available on request.
- Faults and enquiries are always dealt with quickly and proficiently.
- We will hold your hand as much as you need us to through the set up processes.
- 08** Non Geographic numbers can be provided free – (conditions apply).

So, if you think you are paying too much for your calls, dial 0500 252 333 and let us help.

NB. Remember to read our terms and conditions sheet, and that all prices exclude VAT at the prevailing rate.

Typical Phone Line Charges

Installation Charges

Type	Typical
PSTN	£99.00
ISDN2e	£250.00
ISDN30e (10 channels)	£800.00
DDI (per10)	£110.00 inc. planning fee

Quarterly Rental

Type	Typical
PSTN	£41.15
ISDN2e	£93.00
ISDN30e (10 channels)	£450.00
DDI (per10)	£12.00

- * These are typical charges that you may expect to pay when ordering these services.
- * All prices are excluding VAT.
- * These are by no means conclusive and are purely a guide.

Important Details Regarding Your Installation

Telecommunication Service Providers

1. We will liaise with Service Providers on your behalf as an added value service. We are not responsible for their products and services. Any failure to provide service will need to be directed to the service provider or supplier. This mainly relates to Uniworld & BT.
2. Any line orders (PSTN, ISDN2e, ISDN30e,) or services upon these lines will incur an installation charge, line rentals and or service charge. These will be billed direct to you and these charges do not form any part of our quotes.
3. We currently operate within the hours of 09:00 to 18:00 hours Monday to Friday, excluding Public and Bank holidays. We do not offer an out of hour's service. If you wish for a Service Provider to provide you with out of hours support, this can be arranged with them for an additional cost.
4. We will endeavour to do everything within our power to ensure that Service Providers maintain their service and levels of customer satisfaction, and will keep you informed (when we know) of any problems or delays with service, but we are unable to control what they ultimately do, and any recompense will need to be directed to the Service Provider directly.
5. If you order lines and services through providers other than BT, be aware that BT are still responsible for the installation of the line (through BT engineers) and the service depends on BT providing the service.
6. ADSL is a non-service level agreeable service. Do not put mission critical systems upon this technology. Use leased lines and frame relays. ADSL activation relies on BT providing a working analogue line, which has been correctly configured at both the exchange and the home gateways. This is the case even if you are not a BT broadband customer.
7. ADSL is usually provide as 'plug & play' or 'wires only' as it also known. You will get an activation date, and some time on this day you service will be activated. This is not a guarantee. You are responsible for installing the ADSL router / modem and setting it up on your equipment (unless you instruct us to do it – charges will be applied), the service provider will let you know if it has been activated and that the job has been closed down. However if there is a fault on the analogue line then they will not be able to tell this and a fault with the line service provider will need to be raised.
8. If you engage lines and Least Cost Routing with a Service Provider, please read the contracts and ensure that you know what you are signing for. We can advise but please seek your own legal advice before signing.
9. Call costs are your responsibility, we can take measures to ensure misuse is kept to a minimum, but ultimately you are responsible for your bill. If you notice any errors or anomalies in your bill then please contact your service provider or us.
10. Communication throughout your installation between Customer and Client is crucial. The sooner we know about a requirement, the sooner we can action and resolve it for you.