COMM-TECH
VOICE & DATA

PRODUCT PORTFOLIO

COMM-TECH
VOICE & DATA

TABLE OF CONTENTS

COMM-TECH
VOICE & DATA

GREEN COMMUNICATIONS
GREEN MINUTES & CALLS

We recognise the impact our everyday activities have on the environment and work alongside our network provider to offset the carbon footprint.

GREENER TELECOMS

UK's First Green telecoms network provider
We utilise the UK's First Green Telecoms network provider to carry Carbon Neutral Minutes across a telephony network and is still the only UK operator to have a net zero carbon footprint for all calls carried across their network (approximately 900 million minutes per month).

We have the intent to be as ecologically-minded as possible, working with customers, suppliers, staff and technology, to minimise the impact on the environment by offsetting the day-to-day energy outlay from the power consumption of transporting fixed line traffic.

GREEN MINUTES

Why green minutes?
As a company we have a genuine desire to reduce the carbon footprint for both commercial and ethical reasons, and we want to help our customers and businesses do exactly the same.

CARBON NEUTRAL MINUTES

What is meant by "carbon neutral minutes"?
The power consumed in transporting traffic (i.e. minutes worth of telephone calls) across the network which creates a carbon footprint is now effectively "offset" by investing the same sum of money in projects, which would not otherwise of happened, to counteract emissions.

BENEFITS

Using the UK's 1st green telecoms network provider
Ability to carry carbon neutral minutes across a telephony network.

Zero carbon footprint
The only UK operator to have a net zero carbon footprint for all calls carried across a network.

Become carbon neutral
Effectively "offset" the power consumed in transporting your businesses call traffic.

Renewable energy projects
The carbon credits your business generates are used across renewable energy projects worldwide.

e: enquiries@comm-tech.co.uk
t: 01603 218 600

BUSINESS BROADBAND

Our Broadband is a family of superfast broadband products based on the latest ADSL technologies.

Connecting directly into BT's 21CN access network, we provide high quality business products to meet your differing bandwidth and usage needs.

PRODUCT SUITE

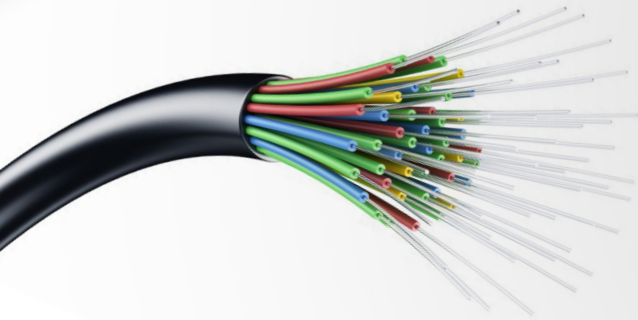|	Max Downstream Line Rate	Max Upstream Line Rate	Contention Ratio (Equiv)	Download Limits			UK Coverage	Technology
				10Gb Cap	100Gb Cap	Unlimited		
Business M Premium	24 Mbps	2.5 Mbps	2:1	-	-	✓	40%	ADSL 2+ Annex M
Business M	24 Mbps	2.5 Mbps	5:1	-	✓	✓	40%	ADSL 2+ Annex M
Business 2+ Premium	24 Mbps	1.3 Mbps	2:1	-	✓	✓	70%	ADSL 2+ Annex A
Business 2+	24 Mbps	1.3 Mbps	5:1	✓	✓	✓	70%	ADSL 2+ Annex A
Business	8 Mbps	1.3 Mbps	5:1	✓	✓	✓	99.50%	ADSL 2 / ADSL 2+
Business Lite	8 Mbps	832 Kbps	5:1	✓	✓	-	99.50%	ADSL 2
Home Worker	8 Mbps	448 Kbps	10:1	✓	-	-	99.50%	ADSL 2

HOW DOES IT WORK?

Our data services have been specifically designed to utilise the latest network connectivity, ensuring we are in full control of how traffic is routed over the network. With this control and flexibility we are able to offer a complete portfolio of different upload and download speeds along with charging methods tailored for your broadband use.

We're able to provide a complete 'out of the box' solution with router fulfilment, microfilters, IP addressing and any core connections.

If you already have equipment and wish to reuse this with our wires only service, we can assist in getting you up and running with the connection you require.

WHAT ARE THE BENEFITS?

- Use the same supplier for your broadband as you do for other key telephony products and services, keeping your critical business connection in one place with an experienced supplier

- Tailor your Broadband connection to your requirements

- Superfast products: some of the UK's fastest broadband products

- A high quality and resilient network built using expertise in large scale IP networks

- Support: telephone support so you can always speak to someone any time of the day

- Assured IP Services: specialist services for IP Telephony gives you peace of mind

- Free static IP address included

- Pre-configured wireless router available

- Simultaneous connections meaning your line & broadband go live the same day

FTTC BROADBAND

Fibre to the Cabinet (also known as FTTC) is the next generation broadband connection. It uses fibre optic cables to provide much higher speeds, both in upload and download speed.

PRODUCT SUITE

	Max Downstream line rate	Max Upstream line rate	Contention Ratio	Care Level	Download limit	Current UK Coverage	UK Coverage by 2014
Fibre 50	40 Mbps	10 Mbps	5:1	Standard	50Gb	25%	66%
Fibre 100	80 Mbps	20 Mbps	5:1	Standard	100Gb	25%	66%
Fibre 200	80 Mbps	20 Mbps	5:1	Standard	200Gb	25%	66%
Fibre Unlimited	80 Mbps	20 Mbps	5:1	Enhanced	Unlimited	25%	66%

HOW DOES IT WORK?

The technology uses a fibre optic cable between the exchange and your nearest street cabinet which enables much higher upload and download speeds.

The line from the cabinet to your premises is still copper, but as copper performs just as well as fibre over short distances, you don't suffer any degradation in performance.

Fibre Connection   Copper Connection

Local Exchange   Local Cabinet   Your Premises
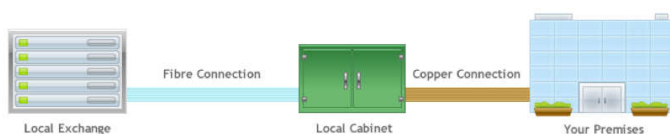
WHAT ARE THE BENEFITS?

- Downstream speeds of up to 80 Mbps or more

- Upstream speed of up to 20 Mbps or more

- Enhanced download limit

- Use the same supplier for your broadband as you do for other key telephony products and services, keeping your critical business connection in one place with an experienced supplier

- A high quality and resilient network built using expertise in large scale IP networks

- Support: telephone support so you can always speak to someone any time of the day

- Pre-configured wireless router available

- Free static IP

COMM-TECH
VOICE & DATA

BUSINESS SATELLITE BROADBAND

High-speed two-way internet access…
…wherever you need to do business.

REMOTE BUSINESS CONNECTIONS

Business doesn't always happen within 2 miles of a modern telephone exchange, which is why we provide high-speed satellite internet connectivity to businesses across the globe wherever they need it.

From rural England to the most remote parts of the world, our hardware provider of choice can be found keeping people online with a range of world-class satellite internet services.

Problems at the exchange don't just affect phones but data connectivity too.

Satellite Internet removes that single point of failure by providing a backup internet connection that is not reliant on the telephone exchange.

PRODUCT SUITE

	Max Downstream line rate	Max Upstream line rate	Monthly download limit
Satellite 8	8 Mbps	2 Mbps	8Gb
Satellite 12	12 Mbps	4 Mbps	16Gb
Satellite 18	18 Mbps	6 Mbps	25Gb
18 MAX	18 Mbps	6 Mbps	50Gb

HOW DOES IT WORK?

We survey your property and professionally align and install the system within 7 working days. The satellite dish is a parabolic of size 72x68cm. Our installers will provide the hardware components required and you will be able to choose the cable colour best suited to match your property and a mount to best position the dish. We have a nationwide network of professional friendly installers and ensure the solution is fully working for you before we leave.

The modem itself is not wireless, however, any DSL/Cable wireless router can be plugged straight into the modem to create a wireless network within your property.

Subject to desk-top survey, postcode, address check and order acceptance.
3 months rental up-front required with all orders.
Note: Wireless routers do not guarantee full coverage across entire property.

WHAT ARE THE BENEFITS?

• 7 day lead time

• Disaster recovery

• Extra resilience

• No phone line required

• Measures in place to cope in strong weather conditions with wind speeds upto 100mph

• Static IP included

• Professional installers

e: enquiries@comm-tech.co.uk
t: 01603 218 600

COMM-TECH
VOICE & DATA
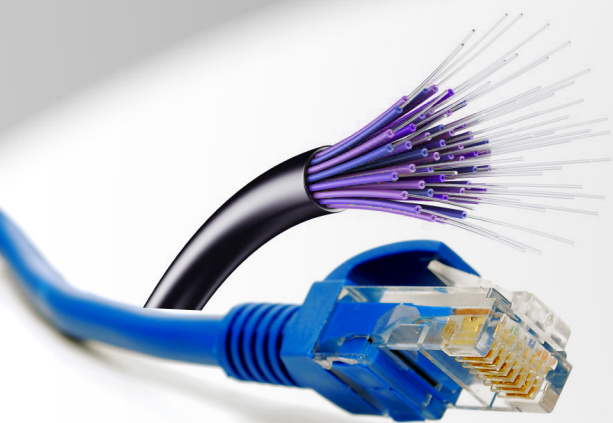
LEASED LINES & EFM

Leased lines using copper or fibre cable & Ethernet in the First Mile (EFM) using copper allows delivery of higher bandwidth symmetric services.

HOW DOES IT WORK?

Our Ethernet First Mile (EFM) solution is a next generation service for high speed access to the Internet. EFM has the ability to deliver high level uncongested internet access to your business without the need for costly end-to-end fibre connections. The service is delivered using a mix of copper and fibre cables and can deliver speeds of up to 20mb up and down.

Although the speed of an EFM circuit depends on the distance from the end Customer's office to the local serving exchange, our EFM network covers over 1,500 UK Ethernet exchanges, enabling low cost access for businesses up to 4km from the exchange.

Our premium high speed connectivity service, leased lines, is for businesses that demand high availability and high capacity services. It is provided as a dedicated connection (up to 1Gbps) with the option to converge your internet and voice services onto one network. The service is fully managed and monitored, whilst being backed-up by an the impressive Service Level Agreement and guaranteed time-to-fix, meaning you can get on with running your business with peace of mind.

Three service options are available to you over either fibre optic Ethernet or EFM

- A connection for high speed internet access
- A connection for your IP telephony service
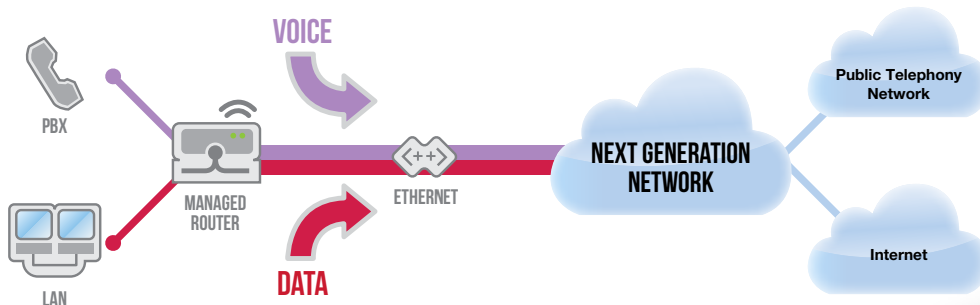- A converged connection for both IP telephony and internet access

WHO WOULD BENEFIT?

Organisations that:

- Are dependent on guaranteed high speed Internet access
- Cannot afford delays because of failure to access the Internet
- Need to access bandwidth intensive applications
- Transmit large/confidential files between sites
- Have fairly consistent bandwidth usage month to month

WHAT ARE THE BENEFITS?

- EFM cost savings over Ethernet Fibre or Leased Lines
- True 1:1 uncontended service – you're not sharing with others who may slow down your access
- Symmetrical speeds – same download and upload speeds
- Speed guarantee - you receive the speeds you pay for
- Clear service level agreement for downtime and fault resolution
- No need to worry about routers - fully managed router supplied as standard

VOICE

PBX

MANAGED ROUTER

LAN

ETHERNET

DATA

NEXT GENERATION NETWORK

Public Telephony Network

Internet

e: enquiries@comm-tech.co.uk
t: 01603 218 600

COMM-TECH
VOICE & DATA

SIP TRUNKING

A cost effective alternative to ISDN that gives your business flexibility and business continuity.

WHAT IS SIP TRUNKING?

SIP Trunking is a market-leading IP solution, connecting your site directly into our tier one network of choice via an IP connection to carry and terminate your inbound and outbound voice calls across the public telephone network.

HOW DOES IT WORK?

SIP Trunking connects your PBX to our network enabling full PSTN breakout on the public telephone network. Connection from your site or sites to our network is via an IP connection, for example broadband or Ethernet, and is delivered as an end-to-end service with an availability guarantee, voice channel guarantees, and voice quality of service assurances.

WHAT ARE THE BENEFITS?

- **Flexibility with your phone numbers**: allows you to move office and keep your same geographic number without any on-going call forwarding costs and costs associated with new company stationery.

- **Business continuity**: if your office has to be temporarily relocated in an emergency, this can quickly and cost effectively be achieved with SIP Trunking.

- **Line rationalisation**: for businesses with multiple sites, SIP Trunking provides ISDN line rationalisation options and reduces the number of PBXs you need to maintain – all with full control of the numbers associated with your business.

- **Save money**: IP connectivity costs less than ISDN with lower call costs, free internal calls between extensions and offices (including international calls) and lower line rental costs for multi sites. Also, no expensive call-forwarding costs are required should you relocate or need to divert calls in the event of a disaster.

- **Resilience**: a phone service that will cope with any situation and give you 100% up time on your telephony. Whether you need to keep your business running without expensive call forwarding costs in a disaster or emergency or you need to load balance your calls between sites during peak hours, SIP Trunking delivers.

- **Voice and internet convergence**: with SIP Trunks delivered over Ethernet, you can have both a high quality voice and data service all over one connection, giving you significant cost savings.

HORIZON

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

HOW DOES IT WORK?

Easy to use interface

Horizon provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively.

Call recording

Record inbound or outbound calls for compliance, customer service or audit purposes. This optional feature allows secure online access to file storage and retrieval of call details. You can set Horizon to record some calls, all calls or record calls on demand.

Administrator interface

Horizon provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.

Auto attendant

You can use Auto Attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.

WHAT ARE THE BENEFITS?

- Features you can easily control with an extensive range of call handling and management features, all operated through an easy-to-use web interface.

- Empower your staff with 'one number anywhere' – Integrate your fixed and mobile capabilities so that you never miss a call.

- An on-demand service with no hidden costs – As Horizon is hosted on your behalf; you only pay for what you need on a simple per seat basis, there is no major hardware investment.

- Lower call costs – All the cost benefits of IP Telephony including free site-to-site calls (even across international boundaries) and cheaper call rates. With our mobile services, you benefit from incredibly competitive rates for calls between your fixed and mobile devices.

- Enables flexible working – hot-desking, home working, and extending the service to mobile devices.

- Number choice – You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located.

- A business continuity solution – Unexpected events such as snow, floods or strikes won't disrupt your business: Because Horizon sits in the "cloud".

COMM-TECH
VOICE & DATA

COMMUNICATOR

Communicator is a hosted telephony system designed for single and multi-site businesses that offers powerful PBX features to reduce your total costs and improve the productivity and image of your business.

HOW DOES IT WORK?

Communicator works over IP connectivity (typically broadband) which is dedicated to the voice service for quality purposes. The service does not touch the public internet – it is a business grade service designed for flexible, high quality communications and all features of the service are hosted within the network freeing up space for you, with no additional costs of maintenance, secure locations, or accidental damage to your phone system.

Web based customer self management - including the ability to create company wide memory key mapping profiles, configure business hours, add auto attendants, configure incoming call routing, create company directory, add hunt groups, add broadcast groups, add monitor groups, click to dial, create end user function specific to that user.

General handset features - including the ability to display Caller ID, line selection/in use, login/phone identification service, message waiting indication, programmable keys, softkeys, speaker phone, phone twinning with mobiles.

Personal features - including the ability to programme speed keys, redirect calls back to the auto attendant, forward calls on no answer, forward calls on busy, forward calls to designated colleagues after set number of rings, voicemail, manage your own call flow behaviour, call group login and log out, call hold, call lists, hot desking, park/retrieve, page, speed dial, 3 way conferencing, call transfer, label printing.

Administrator features - Auto attendant, groups management, call permission, call queuing, company speed dials, direct dialling, emergency routing override, hunt groups, music/announcement.

WHAT ARE THE BENEFITS?

- **No PBX required** – Minimal equipment on site allowing you to maximise your office space and eliminate the number of expensive engineer visits.

- **Fully bundled features** – All the features of a PBX solution at one fixed cost.

- **Future proof your system** – Hosted nature of the system means any upgrades or enhanced system functionality is immediately available to your system without the need to pay additional upgrade costs or change equipment.

- **Lower call costs** – All the benefits of IP Telephony, from free site-to-site calls to cheaper A-Z rates.

- **Reduced connectivity charges** – An access solution provided over a single analogue line, providing the ability to remove expensive ISDN connections.

- **Scalable for new employees** – Immediately scalable to offer new employees their own customisable user profile.

- **Easy to use web interface** – Puts you in complete control of your phone system and call management with expert training and support available. Add new users in minutes (not days), all under your control.

- **Number flexibility** – Have geographic numbers delivered anywhere within your business, no matter where you are located.

e: enquiries@comm-tech.co.uk
t: 01603 218 600

COMM-TECH
VOICE & DATA

INBOUND

Inbound is a telephony service for both geographic and non-geographic numbers that provides online access to a full range of call routing, monitoring and managing tools to empower any business with the perfect customer service.

HOW DOES IT WORK?

You can access all Inbound services online at **www.myinbound.com**. The intuitive user interface is used to create inbound call routing plans which feed directly into the Telecom's network for immediate activation. Using myinbound.com, you have access to your subscribed features and you or (your service provider) can tailor call plans to meet your individual business requirements.

WHAT ARE THE BENEFITS?

Use with any number, anywhere, from any device – the service is available on both geographic (01/02) and non-geographic (08/03) numbers and is accessed through a secure user friendly website that can be accessed from any device.

- **Easy to use** – the entire service is designed to be jargon free, intuitive, and enables you to become very productive, very quickly.

- **Immediate to set up** – everything's online giving the ability to instantly create or make changes to call plans, announcements and other features.

- **No capital outlay** – no set up costs means that it can be funded out of operational spend, enabling quick decision making and implementation.

SIMPLE CALL ROUTING TO COMPLEX CALL CENTRE SERVICES

We have the right Inbound service to suit your business:

- **Contact Point** – ideal for the sole trader/single site business who wants to set up and change their call routing according to opening hours/staff availability.

- **Contact Path** – suitable for multi-site/multi department organisations that are looking to route calls according to who the caller is, by caller's location to the nearest office, or the relevant account manager. Hunt group routing across particular teams is also possible.

- **Contact Pro** – provides complex, reliable call centre functionality, suited to businesses that place high value on customer service and who are looking to deal with incoming enquiries effectively without missing a call.

FEATURES	Contact Point	Contact Path	Contact Pro
Online Management	✓	✓	✓
Performance Statistics	✓	✓	✓
Divert on Busy/No Answer/Failover	✓	✓	✓
Time of Day/Day of Week Routing	✓	✓	✓
Date Routing	✗	✓	✓
Call Distribution	✗	✓	✓
Area Based Routing	✗	✓	✓
Call Queuing	✗	✗	✓
Auto Attendant (IVR)/Announcements	✗	✗	✓
Advanced Call Statistics	Optional	Optional	Optional
Call Recording	Optional	Optional	Optional
Voicemail	Optional	Optional	Optional
Call Whisper	Optional	Optional	Optional

NUMBER MANAGER

Number Manager is a market-leading web application platform that gives you the ability to self-build and self-manage all inbound numbers & services through a single web portal.

HOW DOES IT WORK?

Number Manager completely removes the reliance on third parties, such as a network operator, to process orders and connect services. Numbers, network features and call routing plans, even complex services such as multi-level IVR's, can be created and made live in minutes, entirely through the portal.

Number Manager also allows for end-user access, where the client can perform certain functions based on the permissions granted. General call reporting, live calls-in-queue information, in addition to providing access to recorded calls, faxes and voicemails, which are all available through Number Manager.

WHAT ARE THE BENEFITS?

IVR Auto Attendant
Gives you the ability to build IVR services on screen using the Number Manager Web portal. IVR services can be tailored individually, and allow for multi-level menu options to be created easily, with each call leg having all call plan options and network features available.

Call Queuing
A network-based call queuing application, which holds calls when destination numbers are found to be busy.

Call Recording
Call Recording is a network-based application which can be activated instantly on any number in seconds, without the need to pre-order.

Fax to Email
This service allows any number to be converted in to a fax receiving telephone number in seconds, allowing end-users to receive faxes by email wherever they choose or may be.

Data Capture
Data Capture offers callers the ability to respond to an automated series of questions either verbally or using their phones keypad.

Disaster Recovery
All services have the ability to be re-directed to an alternative DR call plan in the event of a problem. DR call plans can be activated quickly and easily using either the Number Manager web portal or the iPhone application.

Geographic Area Plan
This feature allows end-user customers the ability to route calls to a pre-defined list of destinations based on the physical location of a caller.

Hunt Groups
Incoming calls can be routed to a pre-defined list of destination numbers in turn until a call is answered or routes to voicemail, allowing for several people or teams to be offered calls in turn. Multiple Hunt Groups can operate at different times or specific days, allowing maximum flexibility.

Mid Call Transfer
This feature allows answered calls to be transferred out to another destination number, regardless of where the call answerer may be, without needing another phone line or having to pay for the cost of making a second call.

Multi-Call 'Ring all at once'
As a feature option within Hunt Groups, this is a 'Ring all at once' feature allowing up to seven different destination phone numbers to ring at the same time until the call is answered, making it an ideal feature for home workers, multi-site organisations or start-up business with no phone system. All destination numbers ring simultaneously, with the first to answer taking the call.

Ratio Call Plan
A feature option within Hunt Groups, calls can be routed to a pre-defined list of locations on a percentage share basis, allowing for call distribution to be weighted across multiple sites.

Time & Day
This feature allows end-user customers to route incoming calls to different destination numbers or call plans at different times of the day or days of the week.

Voicemail
A professional voicemail service which when activated will take messages when calls go unanswered or lines are busy. Voicemail messages can be delivered in any combination of ways, either by email, FTP, and/or accessed through the Number Manager web portal.

Voicemail (Out of hours)
Out of hours callers can be offered an alternative voicemail service which is available when used in conjunction with the Time & Day feature. When a service is set to closed, out of hours voicemail will take messages which can be delivered by email, FTP, or accessed through the Number Manager web portal.

COMM-TECH
VOICE & DATA

NON GEOGRAPHICAL NUMBERS
0800, 0808, 0843, 0844, 0845, 0870, 0871, 01, 02, 03

Non-Geographic Phone Numbers, also called NTS Numbers (Number Translation Services), unlike landline numbers, are geographically independent of any area of the UK. They are pointed to an existing UK landline number or other destinations such as mobile or international destinations.

NUMBERING SOLUTIONS

Freephone 0800/0808

0800/0808 Freephone Numbers are free to the caller, however some mobile operators charge for dialling an 080 number from a mobile. The business receiving the calls pays all the call charges which displays a commitment to customer service.

080 Freephone Numbers can dramatically increase the number of calls you receive as surveys suggest that callers are much more likely to call a Freephone number.

0843/0844

0843/0844 non-geographic numbers provide your business with a national phone presence along with the ability to generate revenue from inbound calls.

0843/0844 numbers are charged to the caller at 5p per minute (inc. VAT) at all times. 0843/0844 numbers are not premium rate and can be dialled from all landlines and mobiles. Callers are generally as likely to call an 0843/0844 number as any other 08 or National Rate number.

0845

0845 non-geographic numbers are charged to the caller at the local call rate with no charges to the recipient.

An 0845 number creates a National presence for your business and adds to the perception of the importance of Customer Care, as the calls are charged at the local rate.

0870

0870 non-geographic numbers are a good choice if your business receives call traffic from overseas. 0870 numbers are accessible internationally by first dialling the UK national prefix +44 with the rate dependant on the origination of the call.

0871

0871 non-geographic numbers provide a national phone presence along with the ability to generate revenue and provide an additional income stream for your business.

0871 numbers are charged to the caller at a flat rate of 10p per minute (inc. VAT) at all times. An 0871 number can be dialled from all landlines and mobiles. Callers are generally as likely to call an 0871 number as any other 08 or National Rate number.

0871 numbers fall under the remit of PhonepayPlus.

01/02

We can also supply 01/02 numbers which act the same as an 08xx non-geographic numbers. These are charged to the caller at the local call rate with no charges to the recipient.

An NTS 01/02 number can create a larger presence for your business and adds to the perception of the importance of Customer Care, as the calls are charged at the local rate.

03

The new 03 range of non-geographic numbers is charged at no more than the cost of a UK geographic call, for example 01/02 numbers, and revenue sharing is not available.

0300/0303

For the public sector such as government and health organizations and non-profit organisations such as registered charities

0330/0333	Available to any business wishing to use them
034	Available to people who currently have 084 numbers e.g. 0845 users will be entitled to the equivalent 0345 number
037	Available to people who currently have 087 numbers e.g. 0870 users will be entitled to the equivalent 0370 number

WHAT ARE THE BENEFITS?

- **Call Routing** – NGN numbers can help you control where and when your calls are received. Many Call Routing options are available

- **Advanced Options** – Several more advanced options such as call queuing, call recording, caller greetings, message playback, pre-connection messages, ratio plans and voicemail facilities

- **Company Profile** - Presents a professional company image creating a National or Local image

- **Portable** -Take your number with you if you move or relocate

- **Cost Effective** – No more stationary reprinting should you move premises

- **Revenue Share** - Earn call revenue on many numbers

- **Disaster Recovery** – In the event that your landline telephone number develops a fault, the NTS number can instantly be re-routed to an alternative number or a voicemail service that could play out a special announcement for your callers

- **National Presence** - Your number can be listed in every UK phonebook and Directory Enquiries area

COMM-TECH
VOICE & DATA

MVNO

Using a Mobile Virtual Network Operator (MVNO) we are able to supply mobile telephony and data services and offer billing, distribution, customer service, and contractual agreement direct with you rather than signing direct with a network.

All network coverage and infrastructure is provided by our MVNO's network partner Vodafone.

WHAT IS MVNO?

Mobile working is a vital part of today's business world, however, to give your organisation a competitive edge, you need to have access to the best tariffs, suppliers and networks.

Today's consumer is led to believe there is only one option; use of bundles of minutes, texts and data. The advantages are clear: you know what you've got to use and how much it costs each month. However, we offer to break the mould with the flexibility of a pence-per-minute tariff (PAYU) as well.

We offer both options, as well as many variations along the way. One thing you can be certain of, however, is that you'll get the right deal for your business.

HOW DOES IT WORK?

Our network provider is one of the two operators with license to operate in the 900Mhz frequency band for 2G which provides better in-building voice coverage and also longer range coverage in rural areas than the 1800MHz or 2100MHz spectrum used by some other network operators.

With access to one of the widest international coverage in the marketplace and voice agreements with over 550+ networks in over 205 countries and territories worldwide, you can be confident when roaming abroad. They also have data roaming agreements with 331 networks in 150 countries worldwide for GPRS and 114 networks in 74 countries for 3G.

LEADING HANDSETS

We work with all the leading handset manufacturers and are able to supply the leading products at the prices people demand. We have buyers scouring the market to ensure that all handsets are sourced at the most competitive prices.

We can supply the leading handsets from the following manufacturers: Apple, Blackberry, HTC, Samsung, Nokia, LG and many more.

On top of supplying you brand new handsets, we can also offer Grade A refurbished handsets at very competitive prices from all the leading brands.

WHAT ARE THE BENEFITS?

• 2000 on-net calling bundle minutes per user*

• 200 text messages to UK mobiles per user*

• PAYU tariffs - very low line rentals

• Data only tariffs – ideal for using a 3G data stick

• PAYU data tariff – no need for 500Mb data, pay for what you use

• Competitive and clear pricing

• One Monthly bill for both your fixed lines & mobiles offering true converged billing

• A service available on a wide range of the latest business-class mobile phone handset models with email provided as "standard"

• A business class mobile network

• Very competitive fixed-mobile rates

• On-net calls between your fixed & mobiles meaning next to no cost to call each other

• Blackberry BIS/BES/BESX

*bundles inclusion correct at time of print and are subject to variation.

e: enquiries@comm-tech.co.uk
t: 01603 218 600

COMM-TECH
VOICE & DATA

REFURBISHED & RECYCLED MOBILES

Refurbished products, Recycling and Buy-Back solutions for all business types and organisations within the UK.

MOBILE PHONE RECYCLING

We are able to offer complete recycling and buy back solutions for all types of businesses and organisations no matter what the volume and condition of the handsets. We offer competitive prices, quick payments and a great service.

Both our mobile recycling and refurbishment solutions are driven by our preferred supplier who holds all required environmental certificates and licenses.

We pride ourselves on our environmental approach to the recycling of mobile phones by actively encouraging businesses and consumers to dispose of devices in a safe way.

WHAT ARE THE BENEFITS?

- Reduced Equipment Costs
- Environmentally Effective
- Additional Revenue Source
- Leading Manufacturers & Models Available
- 24/7/365 Support

" UP TO 90 MILLION MOBILE PHONES LAY AROUND UK HOMES AND BUSINESSES "

REFURBISHED MOBILE PHONES

We offer a variety of graded refurbished stock along with used tested handsets and can provide our partners and business client's grade A refurbished mobile phones for them to use or re-sell.

All products are refurbished using quality parts and are quality assessed to obtain the very best fitting and operational functionality.
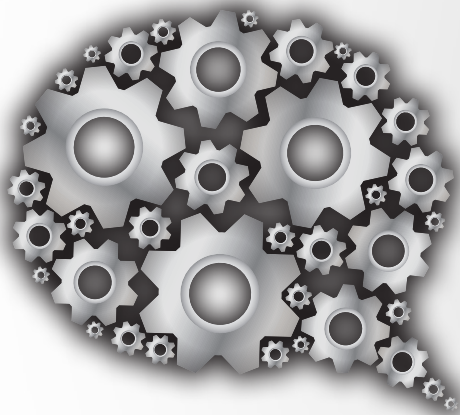
All handsets go through a rigorous testing procedure to ensure they are of the highest possible standard before being dispatched to the end users.

" SAVE UP TO 50% COMPARED TO NEW EQUIPMENT "

e: enquiries@comm-tech.co.uk
t: 01603 218 600

PBX

By partnering only with World Class vendors such as Avaya, Mitel, Panasonic, Cisco, NEC, Samsung, and Aastra we ensure we deliver a comprehensive and robust telephony proposition, underpinned by the very best in pre- and post-sales support.

HOW DOES IT WORK?

Whether it's a multisite solution for a major international company or an upgrade to IP telephony platform, we will consult with you to deliver a solution that is ideal for your needs, budget and the scalability of your business or organisation.

• Hosted Telephony

• Unified Communications

• Analogue, Digital, Hybrid, IP Telephony Systems

Your company may be operating a call centre, a complex multi-site solution with mobile and remote workers, or a single small stand-alone office solution, either way, we have a system to fit your requirements.

Today's systems offer a myriad of capability that allows customers to mix Analogue, Digital and IP devices over a range of connectivity options using either Hosted Services or centralised and distributed premises equipment architecture. Whatever your requirement we can advise you on the best system and type of connectivity to meet your business requirements

WHAT ARE THE BENEFITS?

• Reduced costs with only one network to be managed and maintained

• Increased business flexibility and scalability for adds, moves and changes

• Reduced vendor limitations; no longer reliant on one vendor as IP is open standards

• Increased operational effectiveness reducing down time

• Vendor Agnostic – so free to design the right solution for your business

• A flexible support portfolio or services from break fix to fully managed

• Commercials Lease purchase options

In addition to designing and installing phone systems, we can also arrange for your annual maintenance to cover a range of equipment at very competitive rates. The easiest way to check if we can cover your equipment is to speak to a member of our team.

SAMSUNG   AVAYA   vodafone One Net Certified   CISCO

Panasonic   NEC   COMMUNICATOR   HORIZON Unlimited communications

AASTRA   MITEL

COMM-TECH
VOICE & DATA

CALL GUARD

PBX hacking - the act of cracking into a company PBX and selling long distance/international telephone time to third parties at a discount - is alive and well.

Recent phone hacking scandals in the news has highlighted how encompassing the problem of hacking has become. This includes criminal activity such as hacking business telephone systems to initiate outbound calls to expensive premium rate numbers.

- Apparently known as 'Phone Phreaking', it is estimated to be costing UK businesses over £1Billion per year
- The UK is now in the top five "phreaking hotspots" in the world
- Examples of UK victims' include a £300,000 'hit' and a worldwide gang discovered making some £30Million from these activities
- The average cost to a victim of a UK phreaking attack is currently estimated at £10,000
- It is small to medium sized business that are targeted the most
- Passwords on voicemail and PBX dial up ports can be cracked in milliseconds by professional phreakers
- Phreakers are constantly trawling for unsecured phone systems, modems and voicemail
- Once they breach your phone system you will pay for the illegal calls they make

The threat to businesses comes from highly organised criminal gangs with state-of-the-art equipment which they use to hook chains of compromised PBXs to form their own networks.

Most businesses spend significant resources protecting and securing their networks and PCs from external virus, hacker and spy attacks but leave their telephone system completely unsecured and defenceless - a bit like locking the front door then leaving the back door and all the windows in the building wide open.

We can help you limit any financial exposure with the launch of **Call Guard**, a simple solution which limits any fraud exposure for just £0.99p per number/per month.

NOTIFICATION:

We strongly recommend the introduction of **Call Guard** to all your accounts at a minimal cost per number/per month. **Call Guard** is an automated fraud barring service that.

- Recognizes if your phone number(s) spends more than £500 in 24 hours that is not UK geographic or UK mobile and cuts it off automatically. (We can easily turn it on again)
- In the event a CLI is cut off, we will email you notifying you of potential Fraud activity to decide how you would like us to act.
- We will not charge you more than the £500 threshold, even if a CLI manages to amass more than £500 of charges before being automatically cut-off. This limits your financial exposure to risk.

To add **Call Guard** to your accounts simply click on the OPT IN button below. This will send an email automatically to the billing team to ensure this is added to your account.

COMM-TECH
VOICE & DATA

CAMPAIGN MANAGER

Using proven technology adopted by leading brands, Campaign Manager provides you with a highly interactive web-based messaging service that allows you to create and send personalised messages via SMS, MMS and email – from one single product.

Campaign Manager is fully scalable. Whether you have an audience of hundreds or millions, you can personalise each message or response, automating the process so that communication can be fast, frequent and incredibly cost-effective.

KEY FEATURES

Online User Interface
- Online service
- Simple to use with online help
- Easy uploading of contact data (Microsoft Excel)
- Secure access from any computer

Message Services
- Run multiple message campaigns concurrently
- Use scheduling features to send messages at a precise date and time
- Variable transmission rates for message delivery

Message Templates
- Message templates, to personalise messages sent and increase responses
- Option to brand all messages sent
- SMS, MMS and email messages at minimal cost
- Full message preview facility aids checking and approval

Interactivity
- Automatically acknowledge each inbound response
- Define automatic response rules to deliver follow-on personalised messages, e.g. to ask a further question or send more information
- Automatically trigger requests for action from your team

Reporting & Analysis
- Real-time reporting to track the effectiveness of each campaign and determine the need for fine tuning
- Full message traceability across SMS, MMS and email
- Graphical reporting helps to quickly analyse results
- Download data into Microsoft Excel for further analysis
- API enables messages to be triggered directly from your systems (e.g. CRM)

WHAT ARE THE BENEFITS?

Engage your customers and achieve results
- Improve response rates and deliver measurable results
- Ease of use and low cost allows you to achieve more from your market resources
- Greater customer insight, feedback and data collection
- Enhanced customer experience leads to improved retention, relationships and loyalty
- Efficiency gains through integration with back office systems

Deliver the best levels of service possible
- Instant feedback to appointment and payment reminders, or announcements
- Personalised messages makes customers feel more valued
- Reduced burden on call centre staff
- Process efficiencies

Systems Integration
- Built-in back-office/CRM integration for speedy deployment and integrated data management
- Standard Application Programmable Interface (API) for batch and single message delivery
- API enables messages to be triggered directly from your systems (e.g. CRM)
- ISO 27001 compliant

Employee Communications

Optimise workforce effectiveness
- Increased productivity, efficiency and speed
- Low cost staff communication channel
- Ideal for alerting staff about unplanned incidents or changes, emergency situations and latest performance
- Instant staff feedback

Marketing campaigns
- Contract renewals
- Loyalty programmes
- Appointment & payment reminders
- Enquiry handling
- Customer announcements
- Customer surveys
- Employee communications

e: enquiries@comm-tech.co.uk
t: 01603 218 600

FAX-TO-EMAIL

Need a helping hand in the office?

WHAT IS FAX TO EMAIL?

Fax to Email provides businesses with a confidential, efficient and green fax to email solution on either existing or ported Geographic (01, 02, 03) and Non Geographic Numbers (0844, 0871).

Along with a choice of numbers and the ability to move costly existing fax machines to this service, you will also benefit from an online management portal www.myfaxtoemail.co.uk

This allows complete management of fax numbers and email addresses, and the ability to archive received faxes in a secure environment reducing the costs associated with printing and storage. All of this is available at a single fixed monthly rate with no call charges.

HOW DOES IT WORK?

Through the number published as your fax number and registered with the service, any faxes received will be automatically converted to a PDF file and sent to a nominated email account, as well as being visible through the online portal.

YOUR CHOICE OF NUMBER

Using Fax to Email you can take advantage of any of the following numbers at a fixed one-off price that includes all call charges:

- 01, 02, 03   Geographic Numbers
- 0844   Non Geographic Numbers
- 0871   Non Geographic Numbers

WHAT ARE THE BENEFITS?

- Reduce costs for ongoing maintenance, toner and paper.
- A green fax solution – minimise paper waste and ink related pollution, reduced power consumption, reuse existing fax equipment as a scanner.
- Instant establishment and delivery of faxes.
- Easily and securely archive and share information with colleagues online.
- Receive faxes off-site and through mobile email.
- Automatically converts faxes to PDF.
- View and manage faxes through online portal **www.myfaxtoemail.co.uk**.

COMM-TECH
VOICE & DATA

24/7 ANSWERING SERVICES

Our 24/7 answering service offers a complete customer service desk and fault handling facility.

Our service offers businesses the opportunity to take important calls out of hours or when additional support is required.

HOW DOES IT WORK?

We can provide a full UK customer service desk that enables our team to handle basic customer service, billing enquiries and sales enquries.

All calls are handled using call handling software and are all answered in your company name. This provides the agent with a predefined workflow that guides the agents through the process of handling one of your calls.

For many clients, a customer calling the call centre cannot tell the difference between the operator and one of your own staff. This is beacuse we can custom build your workflow to ensure that we follow the same processes as your own team and keep you informed of progress.

WHAT ARE THE BENEFITS?

- Never miss a call
- 24/7/365 calls answered
- Useful in event of disaster recovery
- Proactive updates provided
- Bespoke script creation
- Fully redundant call centre

WHAT'S INCLUDED?

- **Creation of bespoke script if required**
- **Free 08XX numbers included:**
  0800 / 0808 / 0845 / 0843 / 0870
  (Incoming call charges apply)
- **Bundlled Agent Script time included**
- **Out of bundle minutes chargable**
- **SMS updates available**

Terms & Conditions apply

e: enquiries@comm-tech.co.uk
t: 01603 218 600