

VoIP.plan

Hosted VoIP, hosted IP, hosted PBX, VoIP – whatever you want to call it – voice over the internet is a revolutionary technology turning a simple internet connection into a fully functional phone system.

Why VoIP.plan?

We think we've come up with a compelling proposition for you and your business. A secure, reliable platform to deliver a quality service that is completely flexible:

- **Monthly rental pricing** • **Hardware pricing** • **Individual rates** • **Contract length**
- **Comprehensive support from our experienced VoIP team**



MOBILE



MBB



HARDWARE



RECYCLING



FIXED



VOIP



IOT



APPS

plan.com



key benefits.

Running Cost: One of the most important benefits people first notice with VoIP is the cost saving. With no expensive ISDN phone lines and PBX systems, costs are kept to a minimum.

Call Costs: You will immediately see a decrease in your calls costs, however we promise there will be no reduction in quality thanks to our tier 1 connections with our providers.

Flexibility: As long as you have a connection to the internet, you are part of your new VoIP phone system, be it in the office, at home or even on holiday you can still make or receive calls. All calls within the system are FREE!

Feature Rich: Our VoIP offering is feature rich with many of your traditional features such as call forwarding, hunt groups and voicemail. But we also offer extra features such as Voicemail to email and an intuitive web portal to manage all of these features.

Maintenance: We take care of looking after your system, ensuring it is always operating at 100%, so less cost to you in maintenance and support contracts.

Geographic Reach: In business it is often 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 both geographic and non-geographic number ranges.

Scalability: As your business grows, so can the system. No expensive ISDN upgrades or phone system updates, all that is needed is the addition of an extension and an extra handset.



a bit more detail on how VoIP works.

VoIP stands for Voice over IP (Internet Protocol). Essentially it is the process of taking sound and turning it into a media stream of digital data that can be sent over the internet to another location. Skype works in a similar manner and so does streaming music! VoIP obviously adds more into the mix though by way of ensuring the media gets to the correct destination, usually someone's phone!

The traditional PBX

A PBX is a private phone system within an office, the system sits in a corner and all the internal phones connect to it which in turn is connected to the public telephone system. When a call is made the system knows what to do with it and where to send it. Other features such as voicemail and call forwarding are all part of the system. The PBX is essentially a small computer with software on it that understands and knows what to do with the calls, where to send them etc...

Hosted and the "Cloud"

Hosted simply means that it is somewhere else and someone else is taking care of it for you. For example Web hosting is a company "hosting" your website on their network for you, their network being part of the "cloud", somewhere which is accessible from anywhere that has access to the internet. Hosted PBX, Hosted VoIP and Hosted PBX etc...

Pulling all of the above together is what the new VoIP channel is all about. We have a server that holds multiple copies of PBX software, and we make use of the VoIP protocol to connect the phones to that system over your internet connection. This server is then connected to BT and Mobile providers, so we can get the media stream (or call) to where it needs to be.

Bandwidth

There is often talk about bandwidth or whether someone's internet connection is good enough. As we all know, internet connections are always sold at x speed. For instance, the new Super Fast Broad Band plan offer is 80Megabytes. Bandwidth in basic terms is how much data an internet connection can handle at any moment in time. VoIP uses a certain amount of this bandwidth to send and receive the voice media stream, as a result it will be continually fighting for its share of what is available.

Due to its "real-time" nature - i.e. you don't want any delay in the conversation if it can't get its fair share because someone is downloading a big email, the call may start to break up - the speed of your internet connection is critical to the service operating as it should. It will depend on your network, but most often we do recommend a separate internet connection for the VoIP service to use to avoid this, and ensure that you get the experience from the service you would expect.

It doesn't matter how good the VoIP plan platform is there has to be the underlying support to ensure you receive an exceptional service, but don't worry we can help with all of that.



Annex 1


BASIC INCLUDES	STANDARD INCLUDES	PREMIUM INCLUDES
Maximum inbound numbers per channel = 1	Maximum inbound numbers per channel = 2	Maximum inbound numbers per channel =3
One standard geographic DDI included	Up to two standard geographic DDI included	Up to Three standard geographic DDIs included
Message waiting indicator	Message waiting indication	Message waiting indicator
Configurable call routing	Configurable call routing	Configurable call routing
1471 & 141 services	1471 & 141 Services	1471 & 141 Services
Per Extension Voicemail	Per Extension Voicemail	Per Extension Voicemail
	Voicemail to Email	Voicemail to Email
	Online voicemail playback	Online voice mail playback
	Time of day routing	Time of day routing
	Music on Hold	Music on Hold
	Group Voicemail Box	Group Voicemail Box
	Internal Call Transfer	Internal Call Transfer
	Call Barring	Call Barring
		CDR access and export
		Hunt Groups
		Custom Music on Hold
		Conference Calling
		Busy Lamp Indicators
		Call Queues

questions?

Then just get in contact with us. it's that simple.

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