

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**
- **Generous commissions, with an upfront option and revenue share options**



MOBILE



MBB



HARDWARE



RECYCLING



FIXED



VOIP



IOT



APPS

plan.com



key customer 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.

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 the Customer's 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 your customer receives an exceptional service, but don't worry we can help with all of that.



what do I need to do BEFORE stacking a quote?

To make sure that the service works smoothly when installed, we would encourage you to adhere to the minimum recommendations below.

No matter how good the VoIP plan platform is, it won't perform properly unless the connectivity the customer has (i.e. their internet connection) has sufficient bandwidth to support the number of VoIP extensions that have been ordered.

We have, therefore, put in place the following minimum recommendations:

NUMBERS OF CHANNELS	CONNECTION*
1-5	Dedicated ADSL 2+
6 -10	Dedicated ADSL 2+ Annex M
11- 30	Dedicated FTTC 40/10
31- 50	Dedicated FTTC 80/20
50+	Speak to us

**recommendations only, actual performance and availability may vary due to other factors that may affect your broadband performance and speed.*



questions you may want to ask the customer first.

Do you want to keep your existing numbers?

Similar to mobiles, it is possible to transfer existing numbers onto the VoIP platform via a process called number porting. Whilst the majority of this is done after the order has been accepted it is important to check at the beginning as costs are related to the administration of the process. More details on number porting are further down in this guide.

Does the customer have PoE?

The handsets which we have selected to use with our platform utilise Power over Ethernet (POE) which means that they take their power from the network they are plugged into but this does require a special type of network switch. If the customer does not have this then they have the choice to get one installed, or they can optionally buy separate power packs for the phone.

Does the customer have suitable network switches/cabling in place?

As the phones need access to the internet, they will need to be plugged into the network, so it is important to ensure that the customer has enough network points at the wall and on their switch to accommodate the phones. All of the desktop handsets come with an integrated network switch, meaning you can plug the phone into the network and then your computer into the phone. This will help reduce the amount of point needed.

Does the customer use services like Red Care?

Red Care and similar services like alarm connections to the police are not compatible with VoIP. If a customer has some of these services then we will need to make arrangements to provide a standard telephone line for these services to continue, potentially the phone line for the dedicated internet connection that is provided to support the VoIP.



what do I need to do AFTER an order has been accepted?

Once the order has been placed we will begin to build the system and provision the hardware for dispatch to your customer. Before we can do that, there are two things that must be completed.

Connection Schedule

The connection schedule or system configuration provides us with enough detail to configure the system, so that it is immediately ready for the customer to use when their equipment arrives. Details such as name, voicemail, current or new numbers and group membership can all be detailed. This means that from day one the customer has a system that works how they want it to.

Number Porting

For customers who wish to retain some or all of their numbers, a porting form, or letter of authorisation must be completed. The letter of authorisation will provide all of the details that we require to speak to the customer's current provider and prove that we are authorised to act on the customers behalf.

Please take the time to go through the details on the porting form carefully, any mistakes may cause the port to be rejected. If this happens it will not only delay the transfer of the numbers to the new VoIP services, but will also be chargeable.

We have full porting agreements with the following communications providers, if you want to confirm that we can port a number before taking the customer into these discussions. We can do provisional checks in advance.

- BT
- C&W Vodafone (Energis)
- C&W Vodafone UK
- COLT Technology Services
- Eurobell (Holdings) Limited
- Gamma Telecom Holdings Ltd
- Global Crossing (UK) Ltd
- Inclarity plc
- Invoco
- KCom (Affiniti)
- KCOM Group PLC
- Magrathea Telecommunications L
- MDNX Enterprise Services Limit
- MDNX Enterprise Services Ltd
- Mintaka
- Simwood eSMS
- Spitfire Network Services Ltd
- TalkTalk Communications Limite
- Telecom2 Ltd
- Telephony Services
- Telserve
- Thus Plc
- Verizon UK Ltd
- Virgin Media Business Limited
- Virgin Media Wholesale Limited
- Vodafone
- Vodafone (Energis)
- Voxbone SA
- X-On (Storacall)



Annex 1


BASIC INCLUDES	STANDARD INCLUDES	PREMIUM INCLUDES
Free DDI's per extension - 1	Free DDI's per extension - 2	Free DDI's per extension - 3
Voicemail MWI	Voicemail MWI	Voicemail MWI
Configurable call routing & forwarding	Configurable call routing & forwarding	Configurable call routing & forwarding
1471 & 141 Services	1471 & 141 Services	1471 & 141 Services
Per Extension Voicemail	Per Extension Voicemail	Per Extension Voicemail
Message Waiting Indicator	Message Waiting Indicator	Message Waiting Indicator
	Voicemail to Email	Voicemail to Email
	Online voice mail playback	Online voice mail playback
	Time of day routing	Time of day routing
	Music on Hold	Music on Hold
	Group Voicemail Boxes	Group Voicemail Boxes
	Internal Call Transfer	Internal Call Transfer
	Call Barring	Call Barring
	Hunt Groups	Hunt Groups
		CDR access and export
		Custom Music on Hold
		Conference Calling
		Busy Lamp Indicators
		Calling Queues
		IVR (Voice Prompts)




questions?

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

get in touch:


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