

# Lines & Calls



**Communications for greater operating profit...**

## Calls & Lines

Enjoy lines and calls across a wide variety of connection methods and benefit from great call rates and the most competitive line rental charges on the market.

### How will our Calls and Lines solution benefit your business?

#### Our range of connection methods



Single analogue line – A single phone line and a number. Apart from single handset installations, these are commonly used for broadband via ADSL, and can be set up to provide a dedicated line for a Fax or PDQ (credit card terminal) machine.



Multiple auxiliary analogue lines – Connect an analogue phone system using one main shared phone number and a number of additional lines to manage capacity.



ISDN2 – One ISDN circuit (line) provides 2 voice channels. Ideal if you require capacity for 2-6 simultaneous external voice/data calls using 1-3 lines. It also provides the capability to have multiple direct dial in numbers (DDIs) on the lines, and Caller Line Identity (CLI), allowing you to see who's calling.



ISDN30 – Can provide up to 30 voice channels in a single line. Great for organisations requiring capacity for 8 or more external voice/data calls at the same time. As an ISDN line type, it also has DDI and CLI capability.



Voice Over Ethernet (Using SIP technology) – A SIP trunk (line) carries calls in VoIP format. Can create multiple virtual trunk lines over the Internet using a single broadband enabled line to connect to it. A cost effective alternative to ISDN channels.



Leased lines – High speed, guaranteed secure bandwidth for voice, data, video and critical IT applications between any 2 sites.



#### **We cuts costs**

With flexible tariff structures, competitive low cost call rates and line rental charges for both digital and analogue lines, we can deliver substantial savings to your business.



#### **It's hassle free**

Enjoy a seamless transfer, without the need to change your current telephone number, and you can keep your existing services such as 1471 and 1571.



#### **One simple bill**

With a single bill for both calls & lines services available by post and on-line, we help you to keep things simple.

## Flexible Call Call

### Corporate Caller

Our Corporate Caller call plans offer customers free minutes for both local and national fixed line calls.

Tariff	Connection Limit	Total FOC mins
Corporate Caller 5	Up to 5 Lines	Up to 1500
Corporate Caller 10	Up to 10 Lines	Up to 3000
Corporate Caller 15	Up to 15 Lines	Up to 4500
Corporate Caller 20	Up to 20 Lines	Up to 6000
Corporate Caller 25	Up to 25 Lines	Up to 7500
Corporate Caller 30	Up to 30 Lines	Up to 9000

You can even integrate your mobile phones into your corporate caller plan and call your mobiles for the cost of a local call, just ask for details.

### Savings

If you prefer to use a 'pay-as-you-go' tariff, we also have ones that compare favourably to BT. Given below is a bill of £500 for a typical company split by call type. The table also shows how much it would cost to get the same amount of call time with INET.

Calls to...	BT	INet	Savings vs BT	% Saving
Local	£100.00	£45.00	£55.00	55%
National	£250.00	£55.00	£195.00	78%
Mobile *	£120.00	£81.60	£38.40	32%
International **	£30.00	£3.61	£26.39	88%
<b>Total</b>	<b>£500.00</b>	<b>£185.21</b>	<b>£314.79</b>	<b>63%</b>

\* Equally spread between 4 major networks (Orange, O2, Vodafone, T-Mobile).

\*\* Minimum savings based on calls to EU and USA only.

## Our experience

With 20 years' experience in serving the needs of business customers, we're here for the long term and with over 6,000 trunk lines and 2,700 telephone systems installed have the knowledge and expertise to both support and advise your business.

## Scale

We have made significant investment in our customer service systems with a state-of-the-art billing platform that combines itemised billing for not only fixed lines and calls but also mobiles, broadband and VPN networking services etc. The billing platform also provides direct access to the BT Openreach WLR S service platform to provide responsive service when faults occur.

## Our service

We are dedicated business to business specialists. Our management team consists of dedicated professionals with over 100 years of experience in both the UK and international telecommunications industry our customer support operations are based in the UK and calls are answered 24 hours a day seven days a week by staff with a passion for serving our customers.

## Additional Products to consider:

### Inbound Call Management

Our intelligent Inbound service is a next generation telephony service for both geographic and non-geographic telephone numbers that provides online access to a full range of call routing, monitoring and management tools to empower your business with increased operating efficiency, reduced communications costs and enhance customer service levels.

Intelligent Inbound provides for three service options Inbound Point, Inbound Path and Inbound Pro, our intelligent Inbound service needs no capital outlay, can be set up on the network in minutes for maximum operational flexibility, and are incredibly easy to use thereby increasing the productivity of your business.

So if you're looking for feature rich network services that are scalable and cost effective without the usual capital expenditure, and you want all this through an easy to use web interface that allows you to make changes live in an instant, Digitel has the right Inbound solution for you.

 **iNbound POINT** - Appropriate for the sole trader/single site business who wants to set up and change their call routing according to opening hours and staff availability.

 **iNbound PATH** - Ideal 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.

 **iNbound PRO** - provides complex, reliable call centre functionality, suited to businesses that place high value on customer service and on dealing with incoming enquiries effectively without missing a call.

## Lost Business Report

How you handle your customer calls is critical to your business. But what happens when the telephone doesn't ring? Lost business, lost customers and lost profits. Our Lost Business Report analyses incoming call data, which translates into a valuable management tool that can significantly enhance both sales performance and customer service levels.

The Lost Business Report provides management with a comprehensive range of reports including; lost calls, call durations, waiting times, and callbacks, thus helping your business to increase customer satisfaction and customer retention.

## Disaster Recovery

When something goes wrong, you call out maintenance. But what do you do if everything's gone wrong? With our disaster recovery package, you just call out maintenance, but louder. Our Disaster recovery package ensures business continuity, diverting lines and inbound numbers to alternate sites or mobile phones, sometimes at the touch of a button.

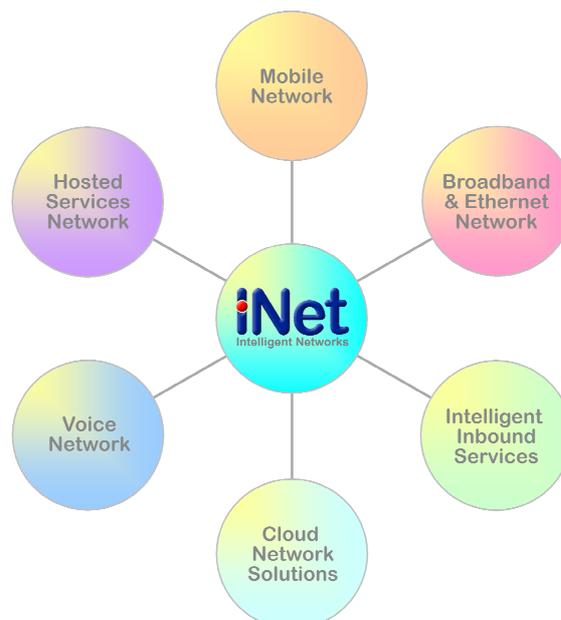
Our intelligent network also allows you to take advantage of call features in the cloud that you usually use a dedicated telephone system for. Since they aren't local to your business, they are unaffected by any incidents that occur on your site. Being administered by us, they are always updated to the latest versions, and constantly monitored for peak performance.

## Relocation Packages

We provide a complete Relocation service to ensure a smooth transition to your new facility. This provides reduced relocation costs, and if you're moving outside of your current exchange we can arrange for your existing lines to move with you.

Our service and installation teams manage everything from the installation of your telephone lines to voice and data cabling systems.

## Inet Intelligent Network



For more information on other Digitel products and services please contact our customer support team.

# digitel

Business Communications

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