My Tech Team

WE MAKE "IT" WORK

IP COMMUNICATIONS:

Transform the way you communicate



Introduction

Our Hosted Voice solution, designed to future-proof your voice communications and make the transition to all-IP as easy as possible.

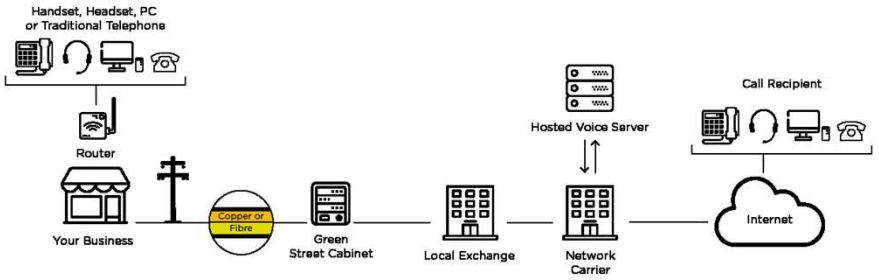
Fully Cloud-based, it offers much more than a traditional telephone system, giving you cost-effective, feature-rich and future-proof voice communications, with enterprise-grade functionality. Run over BT Wholesale's highly resilient and secure next-generation network, our IP voice platform provides high-end PBX functionality, without the hardware.

It's a fully hosted VoIP platform using Cisco Webex for Broadworks, delivering unmatched performance, security and scalability. The platform offers
hosted seats, SIP trunking for IP-PBX and SIP Trunking for Microsoft Teams integrations, enabling users to create a hybrid environment with mixed technology. With an extensive array of features and applications, including CRM integration with Go Integrator, the platform allows users to work from anywhere, at any time, from any device.



What is VoIP?

VoIP stands for Voice over IP, meaning the telephony service is run over an internet connection, as opposed to the traditional telephone network, the PSTN (Public Switched Telephone Network). A VoIP solution works by taking analogue voice signals, converting them into digital signals and sending them as data via the internet.



What is included with a Hosted Voice Licence?

Hosted Mobile User Licence to manage calls from anywhere	Voice Messaging (with voicemail to email)	Protected with 24/7 Fraud Management
Basic Cisco Webex with messaging and file sharing	Advanced Hunt Groups and Auto Attendant	Self-serve user-friendly portal

Hosted Voice Foundation Licence

Built for SMBs with a range of telephony requirements, our Foundation licence is a basic hosted voice licence with the ability to add simple PBX features, making this the ideal choice for verticals such as Hospitality and Education.

We understand that businesses today not only need a highly robust and secure telephony and collaboration solution, but they need the right product tailored to the individual needs of their staff, giving them an efficient and cost-effective service.

Hosted Voice Foundation is an entry level solution that allows you to use a hybrid estate of Mobile and Foundation licences, enabling different features for different users, plus scaling up and down is easy, meaning as your business needs change, so can your telephony!

Whats included with the Foundation licence?

Compatible IP phone or ATA	Voicemail	Softphone client
Hybrid estate	Dial tone only	No call bundle

Additional Features

- Call Waiting
- Caller Display & Barring
- Call Fowarding (All Types)
- Basic Call Logging



Cisco Webex:

It's time for you to embrace the new team collaboration experience, now available with Hosted Voice, enabled by Webex.

Webex is the UC&C application where you can call, message, and meet in one inclusive app. It's a powerful, easy-to-use collaboration solution that keeps your teams connected anytime, anywhere, on any device.

Together with Cisco, we offer a fully integrated collaboration experience, offering cloud calling from a provider you trust and already do business with alongside the Webex advanced messaging and meetings capabilities, all in one elegant app.

Enabling users to stay connected between meetings with virtual spaces, messaging, file sharing, whiteboards and even video calling has become a fundamental critical element to keeping employees highly collaborative in today's new world of working.

Features include:

- Complete calling
- Instant messaging and presence
- Meetings built for teams
- High quality video calls with screen sharing
- Integrate with other tools for an uninterrupted workflow
- Enterprise-grade security





8 reasons you should be using Hosted Voice

01

The PSTN is being switched off meaning every business needs a future-proof VoIP solution

02

Simple per month, per user costs

03

Guaranteed 99.9% uptime backed by our SLA

04

Scalable solution making it easy to add and remove users for growing businesses

05

Built-in business continuity and disaster recovery

06

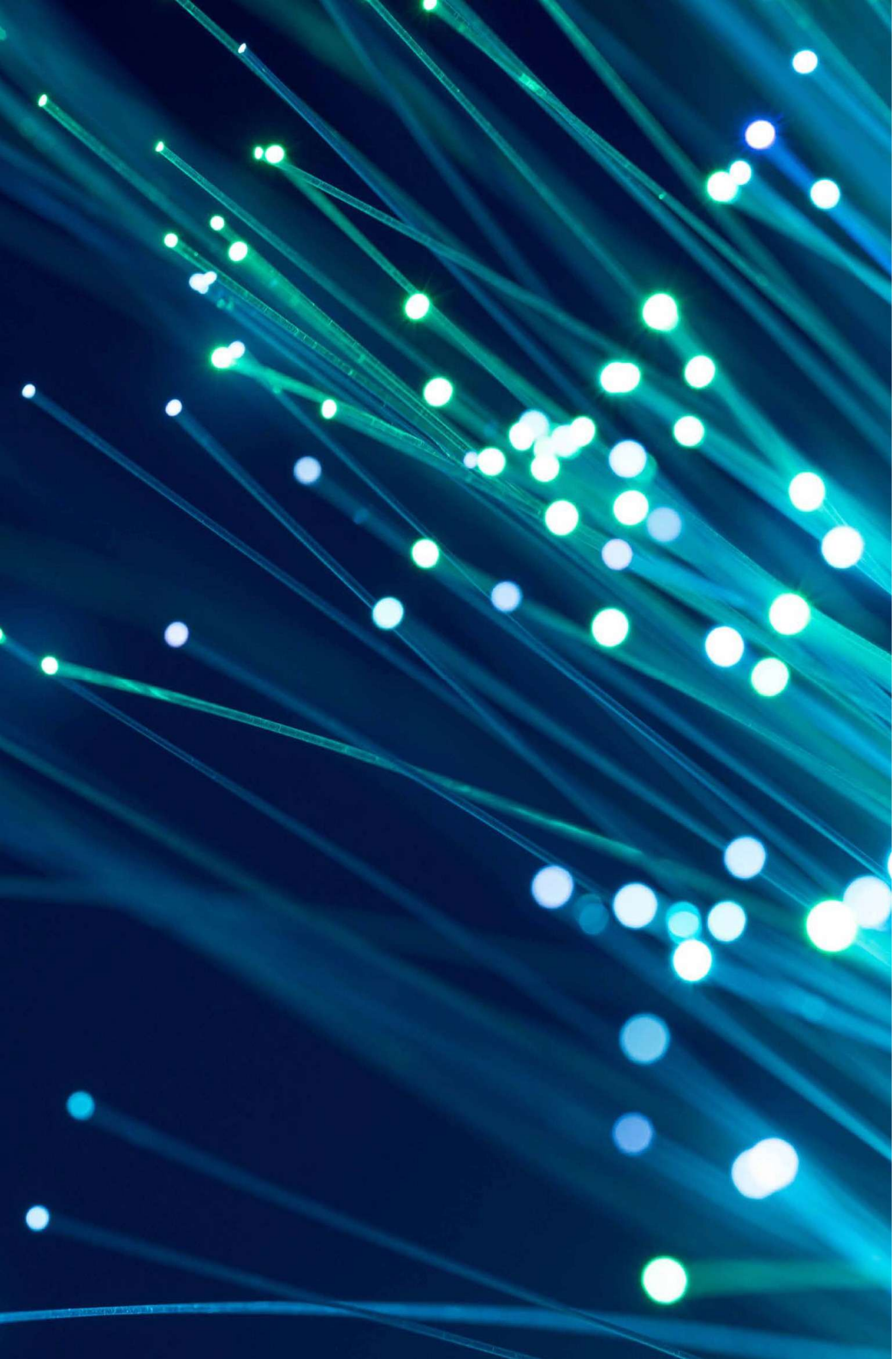
Self-serve user friendly portal enabling you to manage your hosted seats

07

Intuitive, user- friendly system helping you to boost productivity

08

Flexible and competitive call bundles



Who needs Hosted Voice?

The retirement of the PSTN means that any business with a landline will likely need to switch to VoIP between now and January 2027. Finding a reliable VoIP provider that meets your needs can be difficult, with varied packages and functions to choose from, but with our hosted voice solution, you can be sure that the product will meet your requirements.

Hosted Voice is suitable for businesses of any size with single or multiple sites. We can scale from home workers and very small single offices to multi-site networks, or indeed large corporate headquarters, providing easy to manage levels of functionality run over a robust, reliable platform.

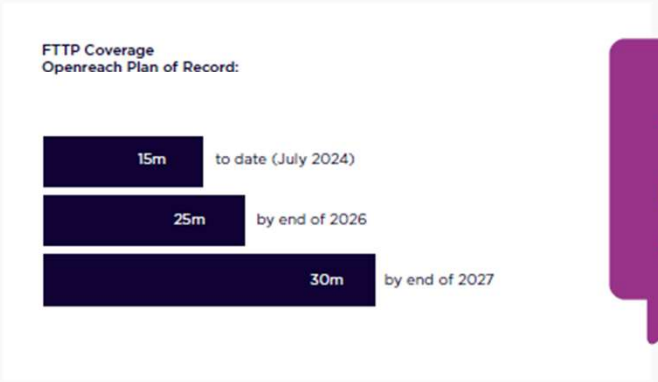


We also offer the underlying connectivity solutions needed to provide dependable voice communications, with fibre broadband solutions including SOGEA and FTTP. For businesses with multiple sites, we provide Ethernet circuits, to ensure optimum call quality, securely linked by our Virtual Private Networks (VPNs). Hosted Voice call traffic bypasses the public internet entirely, ensuring absolute quality of service for users.

Flexible and scalable for growing businesses	Ideal for the mobile workforce	End to End solution for truly converged communications

The Great Switch Off

The Public Switched Telephone Network (PSTN) will reach the end of its life on 31st January 2027. After this date, any services supported on Wholesale Line Rental (WLR), including **Single Analogue Lines, Multi-Lines, ISDN2 and ISDN30, will need to move to alternatives.** The big switch off will also impact LLU SMPF, SLU MPF, Narrowband Line Share and Classic Products.



Did you know?

1096

Openreach Exchanges are listed as FTTP Priority.

Please speak to your account manager for further details

The Great Switch off will impact broadband customers as well. Most broadband ADSL and FTTC services are supported by Single Analogue Lines. When this service is switched off, **the broadband product will need to move to a Single Order variant.**

2018 - 2019
Openreach consultation on WLR withdrawal with Industry Working Groups- Formal notice of WLR stop sell
Salisbury and Mildenhall - proposed as trial Exchanges
SOGEA trial concluded and progressed to Early Market Deployment (EMD)

2020 - 2021
Trial begins for Salisbury and Mildenhall Exchanges
Salisbury and Mildenhall stop sell implemented
Regulatory Enablers come into force
Openreach pricing for copper service changes in fibre enabled Exchanges
Wider stop sell rules applied to other Exchanges

Jan 22
Single Order Transitional Access Product (SOTAP), a variant of single order ADSL released for Early Market Deployment

Dec 22
Salisbury and Mildenhall trials close and products withdrawn

Sep 22
Openreach announce 5 pilot Exchanges for exit where copper based products withdrawn

Jun 23
New WLR Communication Providers will be rejected for establishment

May 24
Openreach announce 13-month extension to Switch Off deadline

Jul 24
Giacom launch SOADSL for customers with no access to fibre broadband

Sep 23
Nationwide Stop Sell of WLR
Transfers and activation of Calling and Network features will still be accepted

Apr 25
Orphaned assets phase will commence – Openreach will work with providers to move customers who have not yet taken action

Dec 25
Openreach contract rules change to 30-day notice period

31 Jan 27
WLR Withdrawal and closure of the PSTN network

2030 & Beyond
All listed exchanges withdrawn

Enhance the Hosted Voice experience



Single Line Voice

Single Line Voice is an alternative to feature-rich VoIP propositions, ideal for micro businesses who need only one or two phone users. It uses the same IP technology as hosted voice but generally offers only basic features, such as voicemail and caller display, unlike multi-user VoIP services that come with premium functionality.



Hosted SIP

Hosted SIP is our hybrid voice solution offering a complete suite of IP voice services that allow you to move onto IP whilst retaining your existing on-premise equipment. This enables you to have both hosted seats and SIP users on one account, with free calling on-net within your business.

Truly integrated on the hosted voice platform, SIP and hosted users can be included in the same hunt groups and managed in one portal, ready for the day you're ready to move to fully hosted, which can be done at the click of a button.



Microsoft Teams Direct Routing

Our enhanced calling alternative to Microsoft Calling Plans is a direct routing solution that can integrate with HV.Select for a feature-rich SIP solution within Microsoft Teams.

Find out more about Hosted Voice

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