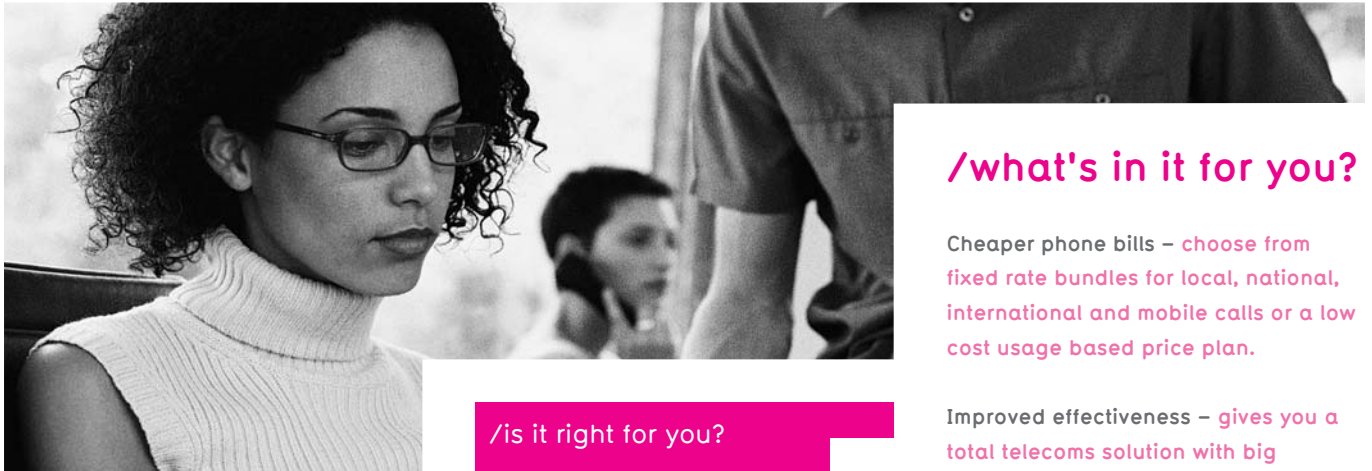




Voice over IP

/ Viatel Hosted IP Voice



/what's in it for you?

Cheaper phone bills – choose from fixed rate bundles for local, national, international and mobile calls or a low cost usage based price plan.

Improved effectiveness – gives you a total telecoms solution with big company features like voicemail, hot-desking, and unified messaging at a fraction of the cost.

Flexibility – mobile workers can log into any Viatel IP phone to make and receive calls from a single phone number whether at home or in an alternative office. Voicemail can also be retrieved remotely from a mobile, Viatel Voice Portal or your email inbox. Additionally, workers can use a soft client to act exactly like an IP Phone from any Internet/WIFI connection.

More predictable costs – get lower, set 'per user' costs instead of volatile month-to-month call charges, and easily allocate bills across different departments.

Increased efficiency – reduce costs by running voice calls over your Internet connections for a small incremental charge, and there's no need to invest in expensive telephony equipment and support.

Reliability – automatic call re-routing for business continuity and disaster recovery.

Fully Managed Service – eliminate the cost and hassle of managing your own telephony solution by allowing us to do it for you. We monitor and manage your service around the clock, in line with comprehensive SLAs.

/is it right for you?

Viatel Hosted IP Voice is right for your business if you:

- want to reduce call charges
- don't want to manage your own telephony solution
- want a predictable cost structure that fits with changing business needs
- want to develop more flexible working – from home or abroad, remotely, or in other locations
- are setting up in a new location and want to save on infrastructure costs
- will have unused Internet bandwidth that could be used for voice traffic
- want PBX functionality without the upfront investment

/what is Viatel Hosted IP Voice?

Businesses want to reduce the cost of voice communications. But there's also a need for flexibility – to gain the business benefits from advanced features, or to support office expansion and increasing workforce mobility.

Viatel Hosted IP Voice provides a complete telephony solution for companies that would like to save the time and budget associated with managing their own telephony environment.

It provides a bundled solution, complete with IP enabled phones, connectivity and PBX functionality such as call forwarding and voicemail – helping to deliver a cheaper, more flexible telephony service.

Suitable for single or multi-site organisations Viatel Hosted IP Voice can be integrated within an IP VPN. Of course, Viatel Hosted IP Voice also works seamlessly with other products in our Voice Portfolio, so we can create flexible and powerful hybrid solutions to meet all your business requirements, however complex.



/why choose Viatel?

Strength – unlike other voice providers, we have a carrier-grade voice and data infrastructure, with the expertise to migrate and integrate your existing equipment quickly and effectively.

Capability – Viatel is a one-stop shop for voice and data: mixing and matching diverse technologies and services into a single solution.

Reliability – voice quality and reliability makes Viatel a 'safe buy' for your business telephony service.

Pricing – we can offer highly competitive call plans, features and bundles, because we do not have legacy voice revenues to protect.

Flexibility – we can provide voice services over a variety of broadband, leased line or Ethernet connections – and integrate them easily with our other data services.

Simplicity – we can deliver a complete enterprise-level telecoms solution for any size of business – cost-effectively, and without the hassle of running it yourself.

Support – we provide a fully managed service: monitored round-the-clock by our Network Operations Centre (NOC) and supported by Service Level Agreements.

/what do you get?

Service Features

- Viatel-managed site survey, LAN Check and installation
- Dial tone voice quality (carrier grade voice switch from Nortel)
- Range of IP-enabled phones and/or analogue telephone adaptors
- Broadband, leased line and Ethernet connections at a wide range of speeds
- Inbound, outbound, national and international calling
- Key features include:
 - Complete range of traditional phone features such as call forwarding, CLI, Hunt groups
 - Support of features sets allowing traditional roles such as Executive/PA, receptionists, call pick up groups, fax lines and many more
 - Unified messaging – emails, voicemail and faxes integrated into one inbox, and translatable to text or email format
 - Hot desking – get calls, messages and network access routed to individuals irrespective of their location
 - Same numbers – keep your current numbers and use them wherever you are
 - Auto attendant – manage inbound calls more effectively
 - Call queuing functionality for inbound calls
- All calls routed to voicemail are handled in the network
- Online call details and reporting
- 24 x 7 x 365 operational and technical support
- SoftClient allows you to use your PC to make and receive calls plus control features

/about us

Viatel provides companies of all sizes across Europe with high quality, competitively priced communications services. We think differently at Viatel. We listen to our customers, make a point of understanding their needs, and deliver a service that is right for them, not most convenient for us. We have been in this market since 1991 and we are here to stay.

/want to know more?

To find out more about Viatel services and Viatel Hosted IP Voice, please contact one of our team or visit our website at www.viatel.com

Tel: +44 (0) 870 166 2270
Fax: +44 (0) 870 166 2272
Email: sales@viatel.com

Your feedback matters, so if you have any questions, comments or suggestions please email us at info@viatel.com

© Copyright Viatel Holding (Bermuda) Limited 2006. All rights reserved. Viatel is a trade mark of the Viatel group of companies.

