



# Voice over IP

## / Viatel IP Voice



### /what's in it for you?

**Cheaper phone bills** – reduce the cost of access lines and call charges.

**Improved Productivity** – by converging voice and data services to run on a single IP network for greater utilisation of network capacity.

**Flexibility** – to expand call volume capacity without extending your traditional voice network or replacing existing telephone equipment.

**Business continuity and reliability** – a cost-effective back-up or overflow to existing voice services.

**Bespoke solution** – we design a solution to meet your needs and integrate it with your current environment so that you can focus on your business.

**Fully Managed Service** – IP voice equipment and service monitored and managed round the clock, supported by SLAs.

### /is it right for you?

Viatel IP Voice is right for your business if you:

- want to reduce line rental and call charges
- need to support high and increasing call volumes
- need a backup/overflow connection alongside your existing voice service
- have unused internet bandwidth that could be used for voice calls
- want to realise the benefits of modern, IP-ready telephone equipment
- want a cost effective way to phase in new IP voice services
- are due to renew an existing voice contract but want alternatives

### /what is Viatel IP Voice?

Businesses are under continuing pressure to reduce their telecommunications budgets, even when call volumes are increasing and the company is expanding. This drives the need to reduce call charges and to get the most out of your existing assets.

Viatel IP Voice is comparable to a traditional voice access line service, but routes your voice calls over cost-effective broadband, leased line and/or Ethernet connections, helping to reduce call charges. We provide the connectivity, and a variety of gateways to IP enable your existing PBX equipment, so there's no need to invest in new telephone systems.

Whether you need to manage increasing call volumes or reduce communication costs across the business, Viatel IP Voice gives you a cost-effective, hassle free service.

Suitable for single or multi-site organisations Viatel IP Voice can be integrated within an IP VPN. Of course, Viatel 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 and installation
- Dial tone voice quality (carrier grade voice switch from Nortel)
- Variety of managed routers
- IP gateways to connect up analogue and digital PBXs
- Continued support of network wide PBX dial plan
- Wide range of speeds and connections (xDSL, leased line, Ethernet)
- Online call details and reporting
- Outbound call types:
  - Local, National, International
  - Fixed and Mobile
  - Special Numbers
  - Emergency calling
- Inbound call types:
  - Geographic & ported geographic
- 24 x 7 x 365 operational and technical support
- Voice Service Level Agreement (SLA)
- Full calling line identity presentation
- Works with IP VPN Networks
- Combined with Hosted IP Voice to create a flexible hybrid solution

## /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](http://www.viatel.com)

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Your feedback matters, so if you have any questions, comments or suggestions please email us at [info@viatel.com](mailto:info@viatel.com)

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