

“ALL THE FEATURES OF A DIGITAL MULTI-SITE PHONE SYSTEM”

Q & A

Q: WHAT IS THE CLOUD?

A: The Cloud is the Internet.

Q: WHAT ARE CLOUD SOLUTIONS?

A: Cloud Solutions can be any IT function which runs on equipment located in an Internet data centre rather than in your office.

Q: HOW DO I USE A CLOUD SOLUTION?

A: Via your Internet Connection.

Q: WHAT IS A CLOUDPHONE?

A: A CloudPhone is a digital telephone which plugs into your existing computer network to give you access to a Cloud based telephone service.

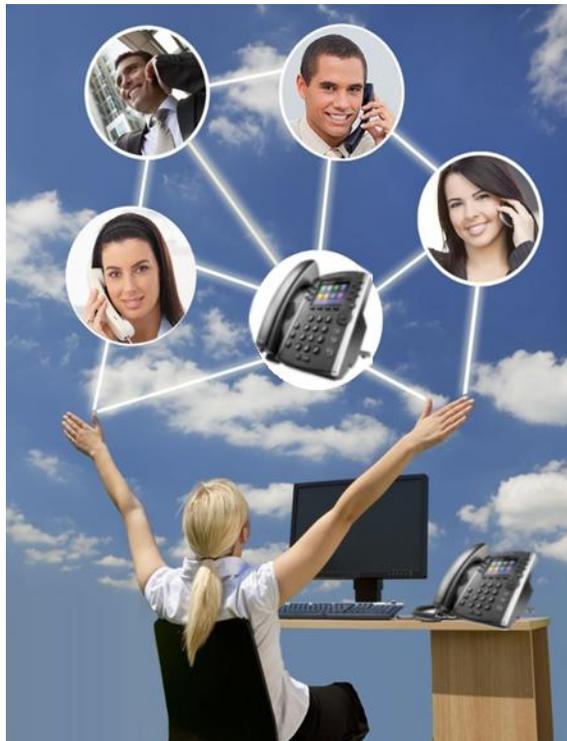
Q: HOW DO I USE A CLOUDPHONE?

A: You lift and dial exactly the same as any other desk phone. Cloud phones have regular UK telephone numbers, which can be new numbers or your existing telephone numbers.

Q: HOW MANY CALLS CAN A CLOUDPHONE HANDLE?

A: You can switch between three different calls as standard.

Cloud Phones For Business



CLOUD Telephones enable your business to make multiple phone calls at the same time using just one phone line with broadband.

One handset will give you an extra phone without the cost of installing an extra line.

- You can reduce call costs by using your CloudPhone for outbound calls.
- You can reduce line rental costs by decreasing the total number of lines you need.
- You can place a call on hold to take another call.

Multiple handsets can give you the same cost reductions PLUS all the features of a digital phone system for FREE. Here are some of the features:

- Extension numbers
- Free internal calls (including between sites)
- Personal or Team phone directories
- Status Lamps of other extensions
- Receptionist Phone option (or Receptionist PC)
- Caller Display (with name if known)
- Multiple Inbound Numbers (DDI's)
- Inbound Auto-Attendant "IVR" Menu option
- Call transfers
- Music on Hold
- Diverts
- Ring Groups & Pick-up Groups
- Call Park & Pick-up

• Quality Line Rental

If you would like 123Telecom to become your line rental provider, we discount Openreach lines and then add our superior level of customer care and technical support.

• Quality Broadband

123Telecom offer over 20 different broadband products. Our **Broadband For Voice** service was designed for our Cloud Telephone service. We add a higher priority to voice packets and terminate directly into our Cloud Data Centre to ensure the best call quality at all times.

• Quality Handsets

123Telecom use POLYCOM business handsets because they are ergonomically designed, robustly manufactured, easy to use, feature rich and deliver fantastic call quality. Look. Touch. Listen. Enjoy.



Make Your Desk Smarter



123telecom
BUSINESS TELECOMMUNICATIONS

“A CLOUD PHONE ACCOUNT IS AROUND 30p PER HANDSET PER DAY”

Q & A

Q: DO I NEED TO BUY A TELEPHONE SYSTEM?

A: No. Your Cloud Phones will use our telephone system which is already in The Cloud. All you need is new telephone handsets.

Q: WILL MY CLOUDPHONE HAVE AN EXTENSION NUMBER?

A: If you buy more than one CloudPhone, they will have a three digit extension number for internal dialing and call transfer. You now have the features of a new phone system for free.

Q: DO MY CLOUDPHONES NEED TO BE IN THE SAME LOCATION?

A: No. They can be anywhere in the UK, or even overseas. This enables you to have a multi-site telephone solution with simple call transfer between any of your extensions.

Q: DO CLOUDPHONES HAVE CALLER DISPLAY?

A: Yes. You can see the number of phone who is calling. If you publish multiple numbers, you can also see a ShortName so you can identify which of your numbers was called.

Try The Cloud – For Free

- If you would like a Try-The-Cloud account, simply call our sales team on 0303 0300 123
- We will look at your current telephone configuration and ask about your future needs and plans.
- We will advise how Cloud based telephony and/or any other 123Telecom service would benefit your business.
- We will clearly detail the costs and savings so you can see the bottom line and we will forward an account application form.
- If you would like to proceed and Try-The-Cloud, we will ship you one or two CloudPhones free of charge. 123Telecom normally request a security bond, which is fully refunded when the handsets are returned. We also reserve the right to invoice for call costs made during the trial period if they exceed ten pounds.
- Your Try-The-Cloud account is live for 14 days, although you can request an extension for a further 14 days for a small fee.
- 123Telecom cover the shipping cost to you. You are responsible for shipping the equipment back to 123Telecom by courier or Royal Mail special delivery.
- If you would like to keep the handsets and open an account, we simply invoice and contra any security bond already received.

Multi-Site Solutions

- One of the major benefits of Cloud Telephony is the ability to link multiple office/home/shop/warehouse locations as a single seamless telephone solution.
- Each CloudPhone is allocated a unique 3 digit extension number to enable fast dialing, free internal calls, call transfer, diverts, pick up groups and conference calls.
- You may also deploy extensions overseas if your

iPhone and Android Apps

- You can turn your Iphone or Android smart phone into an extra CloudPhone extension by downloading a low cost application.
- Your mobile will be a live extension on your telephone solution whenever you have WiFi access.
- You will be able to dial your office extensions for free and make any calls on your 123Telecom account from anywhere in the world reducing your roaming and call costs with your mobile network supplier.

CloudPhone Costs

- We discount POLYCOM CloudPhones around 30% less than RRP.
- A fully featured CloudPhone account including Voice Mail is around 30p per handset per day.
- CloudPhone call charges are typically less than other telephone suppliers. Our exact rates will be quoted based on your choice of call bundles, your contract duration and your use of other 123Telecom products such as broadband and line rental. All prices quoted exclude VAT.



123telecom
BUSINESS TELECOMMUNICATIONS

25 BSC Centre
Innovation Quarter
Hood Road, Barry
CF62 5QN

Tel: 0303 0300 123

Email: team@123telecom.co.uk