



# ABOUT US

## 123Telecom

### 123Telecom Limited

**123Telecom are an independent and privately owned telecommunications provider registered with Ofcom to provide communications services.**

### A message from our Managing Director

Dear All,

The fundamental difference that sets 123Telecom aside from all other service providers is the inherent culture and DNA of our team.

Companies are about people and relationship; not just products and services.

In any sector, a company can have the best products or a great value proposition. However, it's the company Culture and DNA that makes the customer experience: Values; Ethics; Loyalty; Care; Effort; Diligence and most importantly, a desire to please and get it right first time.

From the top down, we are committed to excellence and care. This isn't something new. This is the basic principle I founded the company on 20 years ago. There is no place in our culture for one sided contracts. There is no place for apathy. There is no place for standing still.

The 5 years will see the UK telecommunications industry go through a massive transformation in readiness for an "All IP" telephone network by December 2025.

Openreach will shortly be announcing "End Of Life" for ALL Analogue and ISDN Telephone lines in all areas of the UK.

All traditional Internet services that use Analogue lines (ADSL and FTTC Fibre) are being replaced by new "All IP" lines called FTTP (available in some areas now) and SoTAP (from 2021).

It's going to be a confusing and worrying time for many businesses.

You will need help from a professional supplier on this journey.

You will not find a better partner to serve your business over the coming decade.

***Eric Toll. MD, 123Telecom Limited***

### A Brief History of Our Milestones

**Formed in 1998**, 123Telecom originally traded under the name Albertronic. The company was the sole UK distributor for SoHo ISDN2 telephone systems manufactured by Albertronic BV in The Netherlands.

**In 2001**, 123Telecom became an OFCOM registered Telco supplying wholesale line rental from Openreach and telephone calls from several Tier-1 networks.

**In 2003**, 123Telecom launched a range of Internet services, creating a Voice & Data supplier which was both a Telco and an ISP. The Albertronic hardware ranged was discontinued allowing the company to focus on the provision of telecommunications services.

**For the next 9 years**, 123Telecom expanded their Voice & Data customer base to across the UK. Our core differential was the way we interacted with our clients with truly personal customer care and outstanding technical support.

As the need-for-speed increased, 123Telecom added a range of innovative Internet solutions, including Managed Wi-Fi Access, Bonded Broadband, Leased Lines, EFM, Fibre Broadband, Annex-M, Dual-Internet, Line-of-Sight solutions, 3G/4G Access and Satellite Broadband.

**In 2012**, 123Telecom used its expertise in Internet connectivity to return to the telephone solutions market with the introduction of Cloud Telephony solutions.

**In 2013**, 123Telecom launched the SmartRouter, a low cost flexible router with VRRP technology to deploy multiple connections with resilience. In particular, clients use the SmartRouter to segregate Voice & Data onto separate services, whilst offering fully automated failover for resilience.

**In 2016**, the company launch its third generation Cloud Telephony platform based on Broadsoft from CISCO. This included options for inbound connectivity with International telephone numbers from over 70 countries, call recording and CRM integration on your PC with over 100 different CRM packages.

**In 2017**, the 123Telecom launched a new range of fully managed Wi-Fi products and services, including corporate (multi-site) centrally authorised device access lists (SD-WAN), Line Of Sight Air links up to 5 miles and WiFi MESH networks to extend coverage.

**In 2018**, the company launched SmartRouter2, with faster WiFi "AC standards", more raw processor power for Leased Lines up to 1Gb and hardware encryption for enhanced VPN link performance.

123Telecom also launched Air-Broadband services in London, Manchester, Leeds, Liverpool, Birmingham & Newcastle. This technology can deliver Internet speeds from 100Mb to 1Gb in city centre areas and can usually be installed within 7-10 days.

**In 2019**, 123Telecom was approved by HM Government (Department of Digital, Culture, Media & Sport) for installing services under the Gigabit Voucher Scheme to reduce installation costs with a government grant.

### Contact Us

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