PackNet VoIP Offering

P·A·C·K··N·E·T
//VoIP Telecommunications Company

VOICE

Hosted Voice & Telephony Services

Call Termination for UK & International

Inbound Services

Call Routing, IVR, Call Recording, Call Blocking, Voicemail, Voicemail2Email, Dual SIP Termination, Number Termination Failover, Fax2Email, BLF, MWI and TODR (Time of Day Routing).

Outbound Services

- CallerID, Call Blocking, National Dialling, International Dialling
- Emergency Services Calling
- Conference Call Handling
- Number Provisioning - UK 01, 02, 03, 05, 08
- Number Provisioning - ROI
- International Numbering - Geographic and Non Geographic (where available)

Wholesale Voice

Wholesale Termination via Direct Interconnect at Packnet POP Locations via Direct Cable or BGP

CONNECTIVITY & TRADITIONAL TELEPHONY

ADSL, ADSL2+, Bonded DSL, FTTC, EFM, Ethernet Wireline (Leased Line), MPLS

Traditional Telephony

WLR3, Analogue Line Provision

SUPPORT

- Online Portal Management of all devices
- Diagnostics Tools
- First Line Telephony Support- Packnet handle calls from your organisation on a generic support number
- Second Line Telephony Support- Packnet handle calls direct from your end user on a specified number
- First Line Email Support- Packnet handle emails direct from your organisation on a generic support email address
- Online Chat Support
- Support Hours - 8.30AM - 5.30PM Monday to Friday
- Excludes UK Public and Bank Holidays

BILLING

- Whitelabel Billing & Invoicing
- Third Party Product Creation
- Pricing Management
- Call Rate Management & Per Second Billing
- Billing Ledger
- Payment Type Information
- Statement and File Export
- Credit Control and Reminder Emails
- Account Suspension and Reactivation

REPORTING

- Call Reporting (CDR Realtime)
- Call Reporting (CDR Daily Email)
- Service Reporting (Connectivity, WLR3, Numbers, Extensions)
- Statistical Reporting
- Custom Reporting
- 'My Dashboard' Metrics
- Switchboard Online Call Console
- Real-time Dashboard

EQUIPMENT

Telephony Hardware

snom   Yealink   CISCO   Gigaset   Polycom

Extended Warranty Support available

Telephony Provisioning

snom   Yealink   Gigaset   Polycom

Networking

DrayTek   ZyXEL

Configuration Management.
Draytek extended warranty support available

Softphone Provisioning

COUNTERPATH

Available for Mobile (iOS/Android), Desktop (Windows/MAC) and iPad

METIS