

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

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

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

Telephony Hardware

    

Extended Warranty Support available

Telephony Provisioning

   

Networking

 

Configuration Management.

Draytek extended warranty support available

Softphone Provisioning

 **COUNTERPATH**

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

