

Voice

Hosted Voice & Telephony Services

- Call Termination for UK & International
- Extensions (users)
- SIP Trunks

Inbound Services

Call Routing, IVR, Call Recording, Call Blocking, Voicemail, Voicemail2Email, Fax2Email, BLF, MWI and TODR (Time of Day Routing).

Outbound Services

- CallerID, Call Blocking, National Dialling, International Dialling
- Emergency Services Calling

Wholesale Voice

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

Numbering

- UK Number Provisioning
- Conference Call numbers
- International Numbering - Geographic and Non Geographic

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
- CDR File Report (Inbound / Outbound)
- Transaction Download Report
- Transaction Detail Report
- Scheduled Reports

Connectivity & Traditional Telephony

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

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 - 5:00PM Monday to Friday
- Excludes UK Public and Bank Holidays

Equipment

Telephony Hardware

SNOM **Yealink**  **Gigaset**

Extended Warranty Support available

Telephony Provisioning

SNOM **Yealink** **Gigaset**

Networking

DrayTek **ZYXEL**

Configuration Management.

Draytek extended warranty support available

Softphone Provisioning

 **Bria**

Multi-device license, up to 5 from Mobile (iOS/Android), Desktop (Windows/MAC) and tablet