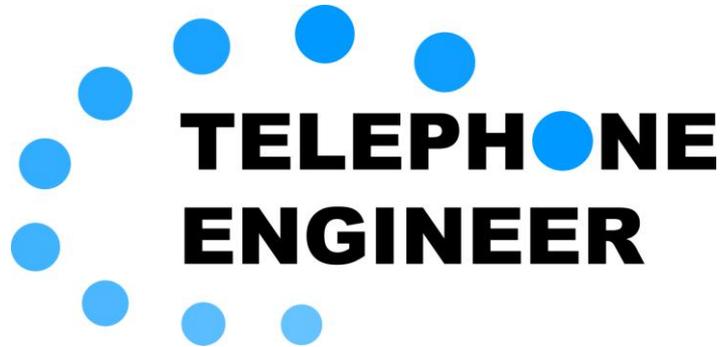


Our professional Hosted IP PBX :-



NETPLAN
INSTALLING CONFIDENCE

The No.1 alternative to a
traditional Phone System

What is NETPLAN Hosted IP PBX?

A Hosted IP PBX is simply the newest alternative to a traditional telephone system.

NETPLAN from Telephone Engineer Ltd provides your business almost every PBX feature imaginable included within a set monthly price per user. This set pricing gives your business unrestricted access to all of these features along with unlimited incoming and outgoing telephone lines.

How Does it Work?

Voice Over Internet Protocol telephony is the fastest growing type of business telephone system worldwide and by using the internet to send and receive voice telephone calls, businesses can take advantage of reduced call rates and also of the advanced features that in the past were available only to companies investing thousands of pounds into their telephone systems.

Our NETPLAN hosted IP PBX works directly through your broadband internet connection. A typical broadband connection will allow up to 6 simultaneous calls to be made or received at the same time.

Initial Benefits

- NETPLAN is charged per user. No need to rent any phone lines (usually £15 + VAT per line)
- NETPLAN includes free setup. No need to pay line installation charges (usually £106 + VAT each)
- NETPLAN is extremely reliable and the call quality is as good as traditional telephone lines.
- CHOOSE from a massive range of 0800, 0845, 0870, and any 01 or 02 number ranges. If you are in Birmingham but you want a London Number, No problem !

What Does NETPLAN Cost ?

NETPLAN is an extremely cost effective solution for any small business and the initial setup costs involved are very low when comparing the product to a typical telephone system installation.

The below example shows a cost comparison of installing NETPLAN against a traditional BT Versatility Digital Telephone System :-

<u>Service Type</u>	<u>4 User/4 Lines BTV PBX</u>	<u>4 User/Unlimited Lines NETPLAN</u>
Equipment Cost	£1299 + VAT	£380 + VAT (£95 + VAT per Phone)
Ongoing Maintenance	£15 + VAT	£NIL
Phone Line Install	£500 + VAT	£NIL
Rental (per line)	£15.50 + VAT	
Rental (per user)	£NIL	£12.99 + VAT



Charged at £12.99 on a monthly basis with a minimum requirement of 1 user, NETPLAN puts you in complete control of your telephone service costs whilst providing the most feature rich service available today. As NETPLAN is scalable you can add extensions as your business grows which means that you are also in complete control of the costs associated with expanding.

There are **no setup charges** when you sign up to NETPLAN. Minimum of a 2 Year Contract

Each user requires a special Linksys Cisco VoIP Telephone, like the one pictured. This handset looks like a phone, sounds like a phone and works in exactly the same way as you would expect but NETPLAN does not use normal handsets.

The Linksys Cisco SPA941 costs around £85 + VAT and one is required per user.

The NETPLAN Service Package

When you agree to take out NETPLAN, Telephone Engineer Ltd will setup the service for you from start to finish including the configuration of all of the handsets, the features you require and the software necessary for the telephone system to work to the requirements you have asked for.

Once we have shipped the handsets to your offices, you need to simply un-box the phones, plug the phones into the mains to give them power and then finally connect them to your router. This process should take no more than 2 minutes and once completed your service will be up and running.

Service Level Agreement

We are so confident in the quality of our NETPLAN product that we give all of our customers a **100% service level agreement**. Should you ever need help, we also provide ongoing technical support for the duration of the contract as well as full 24/7 telephone technical support if you are ever in urgent need of help with your NETPLAN System. Not many companies offer this level of support !

If you still have any reservations with the quality of our product, our Data Centre in Coventry also adds piece of mind with 24/7 manned security, daily off site data backups, FM200 fire suppression, Uninterruptible power supply systems, 100 KVA Diesel back up, Environmental monitoring, Full CCTV and Card and PIN entry systems

100mbps BGP resilient network

Our system utilises a BGP resilient network meaning traffic is routed via 3 independent carriers via separate exchanges, ultimately routing back to Telehouse Europe in London. Telehouse is the longest established provider of reliable and secure data centre facilities in Europe.

NETPLAN Cisco Telephones

Stylish and functional in design, the Cisco SPA941 VoIP Phone is ideal for businesses using a the NETPLAN hosted IP telephony service.

All of the features available on the NETPLAN System are instantly available through the Cisco SPA941 handset as it includes industry leading VoIP technology from Cisco SB to deliver a high quality IP Phone that is unparalleled in features, value, and support.

Standard features on the Cisco SPA941 include four active lines, a high resolution graphical display, speakerphone, and a 2.5 mm head-set port. Each key can be programmed for a specific function dependant on the needs of your business.

Simple Features include :-

- Make, Receive, Hold and Transfer Calls
- Customers on Hold will hear on Hold Music
- Receive Voicemail Messages from the handset
- Use Speakerphone & Conferencing Facilities
- Mute Callers out for privacy
- Headset Usage via our specialist range of sets



Features included with NETPLAN

NETPLAN includes the largest list of build in features ever seen on a Hosted IP PBX.

Incoming Call Rules

Improves privacy protection, automates tasks and increases user productivity. Filter incoming calls based on Caller ID and time of call, using rules that can perform a set of predefined actions, like hang up and transfer to certain destinations.

Call Forwarding

When you're not at your desk be sure not to miss important calls. Forward calls to another extension or even to your mobile phone. This feature can be configured to allow for time limited controls on the phone system. For example, before 9:00am the phones can automatically be diverted to mobiles or to voicemail and at weekends the phones can be set to ring in the on call person at home.

Call Pickup

Interesting feature that gives you the possibility to pick up calls ringing at other extensions. A secretary can answer another employee phone without leaving her desk.

Call Parking

Calls can be parked in a private lot and picked up later according to the parking lot preferences. The feature is very useful when you want to put multiple callers on hold and allow these callers to be picked up by somebody else.

Features included with NETPLAN

Home Working

With NETPLAN you can take a handset home or to a remote office and once connected it will re-attach itself to your business' system without any configuration! If you or your staff want to work from home then this becomes extremely easy to do without the need to incur any further costs.

Call Transfers

Calls can be transferred between the extensions of the PBX, or even to public phone numbers. When an important call arrives, the secretary can transfer the call directly to the manager mobile and the caller will never know what happened.

Record Conversations (Call Recording)

Record important calls like customer calls as part of satisfaction improvement programs or abuse prevention. Call recording can be event driven (the employee presses a button) or unconditional (setup by management).

Online Fax Centre

Receive fax messages directly in your email client Inbox. Users can receive fax notifications or even fax messages as PDF files by email. The faxes are also available in fax management interface.

Voicemail

Never miss important messages when you're out of office! The voicemail feature answers calls after a certain amount of time and records the caller's message. Recorded messages can be listened while out of office or can be sent by email to the mailbox's owner.

Features included with NETPLAN

Authorisation to Reach Extension

Be sure that only important calls reach you! This feature ensures privacy by requesting the caller to provide a password in order to contact the desired extension.

Do Not Disturb

When you are busy, make sure that nobody can disturb. This feature can be activated and deactivated from the phone terminal.

Call Cascading / Hunt Groups

Make sure that somebody will take the call. By enabling this feature, the call gets forwarded to another extension if not answered within a specified amount of time.

Ring Groups

When an extension is called, this triggers other extensions to ring. The first extension answering the call gets the connection.

Sound Files Management

Easily upload, delete and change sound files that are used by PBX on prompts, messages, IVRs, etc. The sound management is AJAX based, provides folders and multilingual support.

Cue Positions

Tell your customers what position they are in the cue with Cue Position Management

Features included with NETPLAN

Music on Hold Management

The music on hold can be responsible for the customer mood after several minutes of wait on the phone. Music on hold playlists can be easily organized and customized using the management interface.

SOAP API Interface

Interacting with third-party applications is possible using an opened SOAP protocol. Management level and PBX features can be controlled from a remote application, making integration jobs a breeze. You do not have to pay more for integrations.

Text2speech

IVRs are easier to build with the very good quality text2speech technology embedded in the PBX. Converting text to natural speech has never been easier, even if the message is in a foreign language.

Local Conferences

Share information and ideas quickly and easily. Enable virtual meetings with your customers, partners or co-workers next door or overseas. Full featured conference functions, giving the extension the option to setup passwords, room sizes, recording, volume, etc.

Dedicated Voicemail Number

A company can assign a special phone number the employees can call from a public number in order to check their voicemail messages. A fast and affordable yet centralized access to voicemail from public phone.

Features included with NETPLAN

Intercom / Paging

The new Intercom and Paging features are highly customizable, allowing an extension to broadcast messages to groups or to particular extensions. The phone system administrator of a company deploying can setup what extensions are allowed to use Intercom and Paging.

Phone Terminals Provisioning

The fastest method to deploy and maintain without effort a large pool of phone handsets. The provisioning feature allows automatic configuration of phone terminals from major vendors.

Time Intervals Management

You can optimize the call costs by choosing the best route according to the defined time intervals. Schedule events that must happen on a certain period of the day, for example automatic redirects to voicemail or to mobile.

Auto Attendant.

Create complex auto-attendant voice menus with multiple contexts, options and actions. An indispensable business tool that can replace a secretary or even substantially reduce costs and increase customer satisfaction.

Advanced IVR Features

Build complex yet simple to use IVR's with a wide range of predefined actions. Text to speech, IVR schema builder and analyzer, IVR test mode, IVR cloning, to name just a few of the features that can help your business to develop high quality IVR's in no time.

Features included with NETPLAN

Call Queues

Call queues can answer multiple calls and distribute them to agents using sophisticated algorithms. Used by sales, customer service or support, they maximize the company resources utilization, improve customer satisfaction and even guarantee SLA terms.

Call Queue Reports and Statistics

The detailed call queue reports and statistics are vital for call centre monitoring. The performance indicators, including calls report, answered / unanswered report, call distribution report, agent report, status report, help management optimize human resources and business processes.

Access Conferences from Public Numbers

When you are out of office or on the road you can still create or join existing conferences from public phone numbers, Sharing information with customers is equally easy, they can join conferences by dialling a phone number assigned for this purpose.

Call screening

The new call screening features are particularly interesting for call centres that want to filter calls by destination. Banks, insurance companies, or even small companies can use call screening in order to comply with local regulations and to guarantee customer satisfaction. The system can accommodate millions of numbers in the filtering list.

ADSL Requirements for NETPLAN

NETPLAN Calls work based on the upload & download speeds delivered from your broadband ADSL Connection. The amount of calls you can make or receive is dependant upon the speeds delivered by your ADSL Connection.

The below table is a rough guide to how many simultaneous calls you should be able to receive from a dedicated broadband connection :-

Dedicated Broadband Connection Table

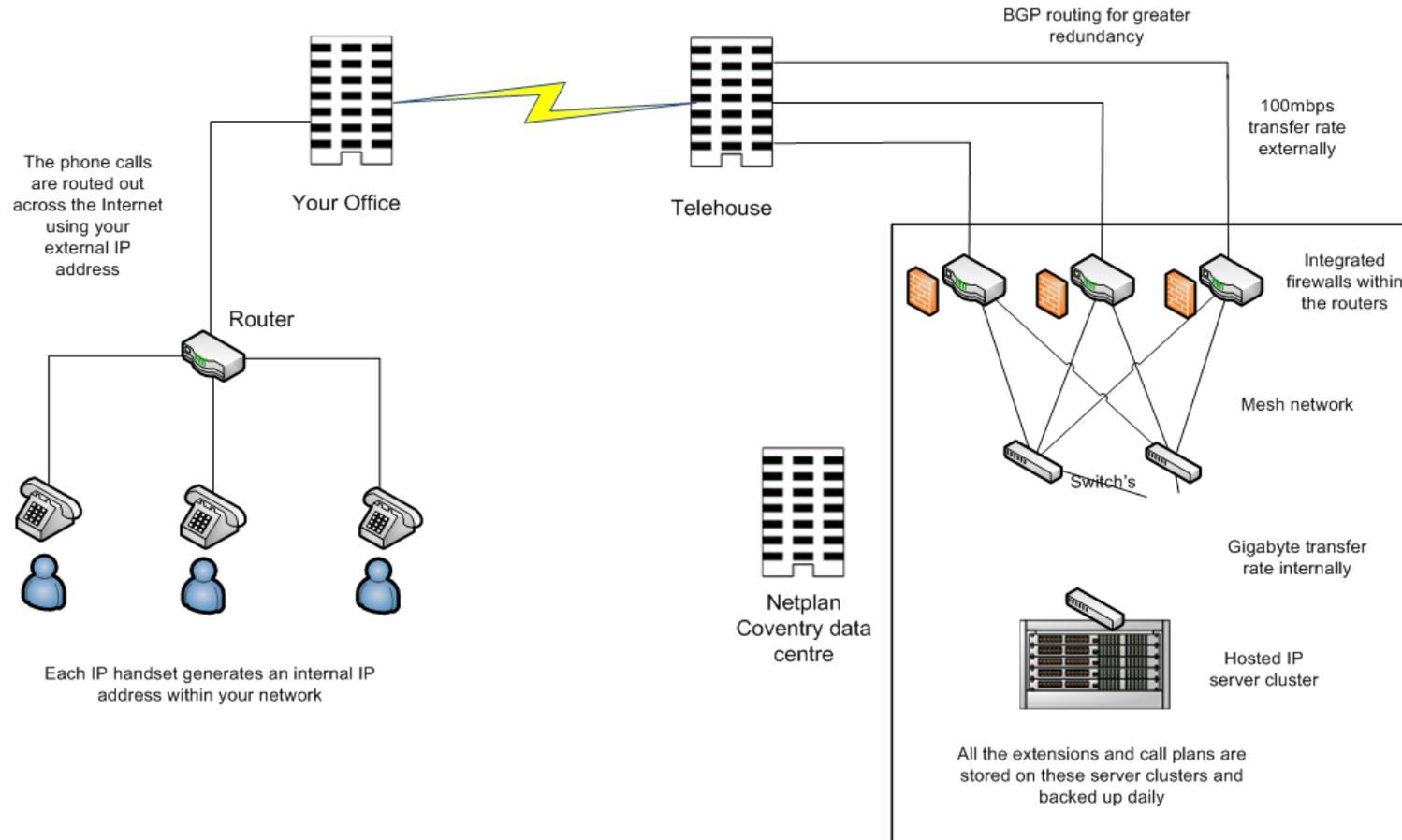
Broadband Download	Broadband Upload	Contention Ratio	Concurrent Calls
ADSL 2MB Standard	448 Kbps	20:1	4-5
ADSL 8MB Max	448 Kbps	20:1	6-7
ADSL 8MB Premium	832 Kbps	20:1	10 +

If you have a current broadband connection that is only ever used for basic email / internet browsing then usually this would be sufficient until the amount of calls made and received increases. Once you are consistently making or receiving multiple calls then a dedicated broadband service is highly recommended to retain a high quality of service from NETPLAN.

Dedicated Broadband Service can be ordered via us at the following rates :-

Broadband Download	Broadband Upload	Contention Ratio	Monthly Cost
ADSL 2MB Standard	448 Kbps	20:1	£21.99 + VAT
ADSL 8MB Max	448 Kbps	20:1	£29.99 + VAT
ADSL 8MB Premium	832 Kbps	20:1	£44.99 + VAT

NETPLAN Network Diagram



In Summary

1. NETPLAN is an Internet Based Telephone System...

NETPLAN utilises your broadband connection to provide a scalable telephone system to small / medium businesses anywhere across the world.

2. Multiple Phone Lines ARE NOT Required !

With NETPLAN there is no need for multiple telephone lines. One single broadband connection can be used to deliver over 10 calls simultaneously in or out of the building !

3. Almost Every Feature Imaginable is Included

Apart from picking your kids up from school and a few other small things, NETPLAN delivers the largest range of features to your business all built in for a set monthly charge per user !

4. Working Remotely is now Easy !

NETPLAN allows you to take your telephone off your office desk and deploy it anywhere in the world via ANY ADSL Broadband connection. Once connected to the ADSL service your phone (which is already configured) will remember its settings and connect to your business' telephone system, exactly the same as if you were in the office !

5. The support we provide is not bettered by anyone !

Once the solution is deployed, you will receive 24 hour technical support from our dedicated team based in Coventry, UK. We also provide a Guaranteed SLA which means that if your service is down for any reason, you will not pay for service during that period. If service is interrupted for any reason, we can instantly divert your calls anywhere in the world based on automatic rules set on the system. This service is automatic where required.