



## Cloud4 Computers Hosted Business VoIP

Cloud4 Computers Hosted VoIP delivers high quality business grade communications to small and medium sized businesses. We specialise in providing complete tailored VoIP solutions, providing all the features of office-based telephony at a fraction of the cost.

Cloud4 Computers Hosted VoIP offers a full range of VoIP packages, hardware, integration and ongoing support options to help make the move to VoIP a simple and cost effective one.

Cloud4 Computers can provide you with an end to end solution, hardware, setup and configuration, installation and ongoing maintenance support. We can even make the arrangements for a dedicated line and broadband to run your VoIP on for best results.

### Why should I use a Cloud4 Computers Hosted VoIP phone system?

- Avoid buying an expensive phone system
- Have phone extensions in multiple locations
- Save money on calls - Make calls between remote offices for free
- Have inbound numbers in different area codes - be local in yellow pages but a single office
- Have a flexible voicemail system with SMS and Email
- Have unlimited capacity for calls - grow quickly
- Get detailed call statistics
- Create different routes for calls to your office at different times of day

### Cloud4 Computers IT Cost Savings

Not only will Cloud4 Computers Hosted VoIP offer your business increased functionality and scalability, it will also save you money! Our standard UK call charges are listed below:

Call Type	Peak*	Off-peak	Weekend
Geographic (01, 02, 03)	1.25	1.00	1.00
Mobile - from	12.00	9.00	6.00
Local rate (0845)	3.00	3.00	3.00
National rate (0870)	7.00	7.00	7.00
Directory Enquiries	Dependent on service provider		



## Packages For Every Business

### Multi User VoIP (Hosted PBX)

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- Pay As You Go. £8.00 per month
- Unlimited calls from £16.50 per month
- Mobile packages from £39.00 per month

### Other services

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- VoIP Equipment
- Number Porting (Keep My Number)
- Fax-Email
- Email-Fax
- Voice-to-Text
- Call Forwarding and more...

### Professional Services

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- VoIP Equipment
- Number Porting (Keep My Number)
- Fax-Email
- Email-Fax
- Voice-to-Text
- Call Forwarding and more...

\*Prices exclude VAT. Unlimited packages subject to Fair Use Policy.

## Key features

- FREE internal and VoIP-to-VoIP calls on certain packages.
- Advanced, flexible voicemail.
- Fully featured PBX for a low monthly fee.
- Integrates with your existing phone system (Enterprise VoIP only).
- SIP and IAX compatible phone trunks (Enterprise VoIP only).
- Easy to install. Quick to set up.
- No expensive hardware investment.
- Unlimited and inclusive mobile minutes calls package also available.

## What do I do next?

Get connected to Hosted VoIP now – Speak to your Cloud4 Computers account manager today, to discuss the best hardware, call package and setup solution for your business, and we'll get you up and running. Alternatively if you have any questions see our frequently asked questions page below, or give us a call (see number below) and our team will be happy to assist you. (Lines open Monday - Friday, 9am - 5:30pm)



## VoIP Frequently asked question (FAQ's)

### Will my VoIP phone work if the power fails?

No . As VoIP relies on your internet connection, if your broadband router has no power, your phone won't work either.

### How to check the service status...

In the event of a system problem our network monitoring system will let us know. Before reporting any problems please check to see if it is already listed as a known issue. The status website also has updates from our engineering team regarding any current or planned outages. Please note that these services are hosted for us by a totally independent ISP and thus should be available even if our own systems have a problem.

### Do I need to have a broadband connection to use VoIP?

Yes, ISDN and dialup modem users may find the sound quality is much more variable. It's important to make sure you are using the correct codec to compress the voice data if you are using a lower bandwidth line. The g729a codec is recommended for dialup and ISDN use.

On an ADSL line with 256k upstream, you can get 3 to 4 concurrent calls. When using our service in a busy office of upto 10 people, customers typically dedicate one broadband service to their phone provision.

### Can I use my existing numbers?

If they are supplied a company we have a porting agreement with, you can keep your number. Please visit our 'Keep My Number' section for more information.

You sign up with a temporary new number, then we put the port through, and replace the temporary new number. Number porting takes 7 - 14 working days for a single line and costs £20 + VAT. It is important to remember that when you port a number away from your provider, they will cease that line, and all its associated services, such as broadband.

### How many numbers do I need?

It depends on how many calls you expect to have at anyone time and whether you want DDI in which case it's one per person. A phone number gives you 2 calls at any one time.

### Can I choose my new number?

We can provide you with a local geographic number (01, 02 or 03), a national non-geographic number (08) or you can choose a memorable number from £20 + VAT. Special numbers, classed as Gold, Silver or Bronze will cost more.

We also provide a wide range of International numbers.

*F.A.Q's Continued on next page...*



## VoIP Frequently asked question (FAQ's)

### **If I move premises, can I keep the same VoIP number?**

Yes. The number is not tied to a geographical location. Numbers associated with a VoIP operator, such as Cloud4 Computers, can be used anywhere there is an Internet connection.

### **Are call charges from landlines and mobiles to VoIP different?**

No, we provide you with a UK landline phone number, or you use your ported number, so people pay the same to call you as they would with a traditional landline.

### **Do I need to keep my computer on to use VoIP?**

No. As long as you are connected to your broadband router, and that remains on and connected to the Internet, you can use VoIP without the need for a computer.

### **Can I use my VoIP line for fax?**

We do not recommend putting fax machines on VoIP lines. We suggest using our Email-2-Fax and Fax-2-Email services to send and receive faxes from your email address. An alternative would be to use your fax equipment over the PSTN line which hosts your Internet connection.

### **Are there any phone numbers that VoIP phones can't call?**

You can phone most phone numbers, apart from premium numbers.

### **Can I redirect calls to another phone number?**

Yes. You will need to use our UK and International call forwarding service.

### **Is VoIP reliable?**

We find that as long as customers have sufficient bandwidth on their Internet connection to operate the service correctly, they experience excellent call quality. We are able to advise on the bandwidth necessary for an optimum experience.

Our use of our own VoIP service also means we are acutely aware of any problems that may occur with service, meaning that we act to resolve any issues immediately.

The only other issues can be to do with your equipment and connection to the Internet which we can help ensure are set up correctly.

To find out more please get in touch:

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