



www.8el.com

8el PSTN

HIGH QUALITY, DEPENDABLE TELEPHONY SERVICES

Benefits

- ▶ *Lower total cost of ownership through competitive minute rates and the completion of a thorough assessment of incumbent services*
- ▶ *Network monitoring and alert service, monitoring customer's preferred Key Performance Indicators such as out-of-hours calls or weekly voice spend*
- ▶ *Proactive support monitoring through 8el's highly trained support engineers, monitoring customer networks 24/7*
- ▶ *Improved management and information statistics using CallWatch Interactive – real time call monitoring and call reports*

Reliable business telephone systems sit at the heart of every successful business. 8el has over 10 years experience in delivering traditional PSTN telephone services that are reliable, improve efficiency and reduce costs for UK businesses.

8el is a Tier 1 voice carrier, allowing us to supply a range of telephony services – connecting offices, home and remote workers.

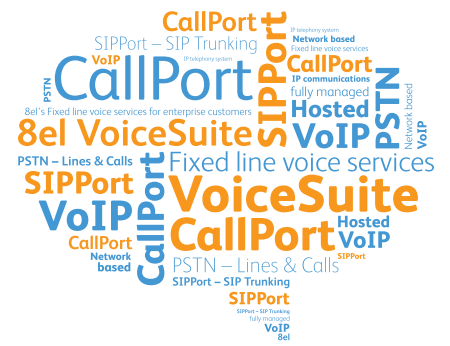
8el's PSTN offering covers a variety of solutions for connectivity allowing businesses to take advantage of competitive call tariffs for national, international, non-geographic and mobile calls.

Direct service

8el provides a high quality, resilient and dependable phone service for businesses that are directly connected to the network. By taking ownership of all inbound and outbound calls, 8el is able to deliver customers a superior service.

Indirect service

When the investment in a direct voice connection cannot be justified, i.e. for remote offices and home workers, 8el can provide indirect access, using different access technologies and circuit speeds. This connection method uses the BT infrastructure to pass calls to the 8el network prior to the onward call delivery. This service is seamless to users and is a tried and tested approach to consolidating supply and billing.



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8el's unique combination of expertise, technology and broad range of voice and data services provide compelling reasons to implement an 8el voice solution.

Lower cost line rental

As part of 8el's complete business phone system, we can supply your BT analogue, ISDN2 and ISDN30 lines. This not only means the convenience of a single bill covering line rentals and calls, but also a single supplier relationship for all voice services that reduces strain on customer resources.

Novation

8el is able to novate customer's existing BT circuits once the initial line rental contract expires. The process is straightforward and completely seamless, with no disruption to service. In addition, it can be carried out without changing existing telephone numbers.

Number porting

Cherished and known local numbers can be retained and enhanced to remove the geographical boundaries typically associated with the BT local exchange. This removes any forwarding costs that would have been incurred for any organisation looking to retain existing numbers when moving 'out of area'. Historically these numbers were limited to BT as the originating number range owner; however 8el has completed the necessary

steps stipulated by Ofcom, to include NTL and COLT customers, with Cable & Wireless on the roadmap.

Geographical and non-geographical numbers

8el is able to supply DDI ranges from a supply of both geographical and non-geographical number ranges managed by 8el.

0300 numbers for non-profit organisations

0300 numbers are geographically independent enabling both local and national organisations to present a common number, regardless of location. 0300 numbers are non revenue sharing and provide callers with rate certainty as the billing is treated the same as a regional geographic number.

Features

- ▶ Direct, resilient voice circuits bypassing the PSTN
- ▶ Indirect access via Least Cost Routing (LCR) or Carrier Pre Select (CPS)
- ▶ Line rental of ISDN and analogue lines
- ▶ Transfer of ISDN and analogue lines from existing supplier to 8el