

# Voice over IP services



# Voice over IP services from TTNC

The smart connection for your business and your team

Being one of the first VoIP providers in the UK, we've gained a huge amount of knowledge and experience. Thousands of businesses trust us and use our services every day. We have customers that signed up with us in 2007 who are still using our VoIP services, something we're very proud about and a claim that few other providers can make.



## VoIP User

This is a fully hosted solution and requires little more than an Internet connection, a TTNC phone number and some free software.

Create a VoIP User for each person in your business so they can receive and make calls over the Internet using their mobile, tablet, computer or a VoIP desk phone.

- ✓ **Caller ID** - Show your TTNC phone number as the caller ID on outbound calls
- ✓ **Any device** - Use any device from anywhere with an Internet connection
- ✓ **Extensions** - Create internal extension numbers for users and call each other for free
- ✓ **Inclusive features** - Call handling management, auto failover, call logs

### Who is it for?

Local tradespeople, small/home office workers, entrepreneurs, sole traders, start-ups and businesses with remote workers.



## SIP Trunks

TTNC's SIP Trunk service allows a business to connect a PBX with our VoIP network. That business can then use their existing PBX and Internet connection to make and receive calls.

As calls to and from the PBX travel across our network, you can use our cloud platform, myT-TNC, to manage all aspects of your services and numbers.

- ✓ **Elastic outbound** - No outbound channel limit
- ✓ **Scalable** - Increase or decrease inbound channel capacity at any time
- ✓ **Security** - Static IP authentication, Access Control List (ACLs) management
- ✓ **Automatic failover** - Set up auto failover to PSTN in the event of an outage

### Who is it for?

Any business using one or more premise based PBX, or any UK based business using ISDN lines.

## Why use TTNC?

- Providing Voice over IP services for 10 years +
- Member of ITSPA and regulated by Ofcom
- Ofcom approved Code of Practice
- 11,000 businesses already use our services
- Number block owner with 7 million + numbers
- UK owned and operated with 24/7 support

**TTNC's highly resilient and scalable VoIP network spans six locations in three countries, handles millions of calls each month and supports 11,000 customers using more than 100,000 lines and numbers.**



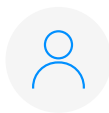
## VoIP User Bolt On

Move into the future with the TTNC VoIP User service

Turn your TTNC number into a virtual phone line. Start handling your inbound and outbound calls over your Internet connection.

Add a VoIP User Bolt On to any TTNC number for just £4 a month. You'll then be able to set up a softphone or a VoIP handset to use with that number.

Calls into your TTNC number will ring your softphone, for example. And calls out from that softphone will display your TTNC number as the caller ID. This is a great service for sole-traders,



### Outbound Caller ID

Show your TTNC Number as the caller ID to the person you're calling. Be professional and keep your personal number private

FREE

### Free calls - Inbound and internal

No inbound call charges when using 01, 02, 03 or 084 Numbers to forward to your VoIP device. Call other VoIP Users for free



### Inclusive call handling features

Caller ID, call forwarding, voice-mail, Automatic Failover, call transfer, call parking, music on hold, 3 way calling



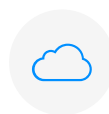
### Use on multiple devices

Use a VoIP handset in the office and a softphone app on your mobile so you can answer calls on either device and not miss calls



### Single User or Multi User

Add or remove VoIP Users on a number at anytime, with no limits on the amount of Users you can add. Pay only for what you use



### Manage in the Cloud

Our platform, myTTNC, gives you total control of VoIP Users, phone numbers, call handling services and real-time call reporting

## VoIP User Charges

Set up	Free
Monthly charge per User	£4

## Outbound Call Charges

Pay As You Go (PAYG)	Rate
UK landlines	1.5p/min
UK mobiles	5.5p/min
International	2p/min +

## Inbound Call Charges

Inbound Number / Pay As You Go (PAYG)	Rate
01 and 02 Local Numbers	0p/min
03 UK Wide Numbers	0p/min
084 Service Numbers	0p/min
0800 and 0808 Freephone Numbers	2p/min*
International Numbers	4p/min

\*Price is for calls originating from UK landline; add 2p/min for calls originating from UK mobiles. Calls from UK Payphones are not accepted unless requested and cost an additional 85p/min. Calls to an 01, 02, 03 or 080 number terminating on a non-TTNC SIP Address or Endpoint cost an additional 1p/min.



## SIP Trunks

A cost effective and feature rich alternative to ISDN

The TTNC SIP Trunk service provides an IP connection between our network and your PBX over the Internet. This gives your PBX access to the public switched telephone network (PSTN) allowing you to make and receive calls

You can create SIP Trunks instantly and manage them in the cloud via our platform, myTTNC. This will give you dynamic call capacity, improved resilience and access to a wide range of hosted call management services.

We support connections ranging from two channels for small PBX equipped businesses, to an unlimited amount of channels for call centres and enterprise customers.



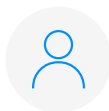
### Scale and provision instantly

Provision numbers and services instantly. Scale your call capacity at anytime by adding or taking away the number of channels you use



### Advanced SIP Trunk management

Create user credentials and ACLs for SIP Registration and Static IPs. Mix PBX endpoints and standalone IP phones using SIP regis-



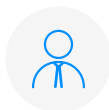
### CLI and Number flexibility

Manage your CLI presentation and numbers for outbound calls. Choose from over 7 million UK numbers or migrate your existing



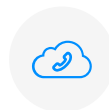
### Save money

Benefit from free calls between offices and workers using our SIP Trunking service, a reduction of ISDN line rental and lower ongo-



### Reliable business continuity

Our SIP Trunking provides better business continuity than ISDN and includes disaster recovery (DR) and automatic failover features as



### Integrated Hosted Telephony

Combine SIP Trunking with our advanced hosted telephony services such as Call Recording, Voicemail, IVR menus and Call

## SIP Trunk Pricing

SIP Trunk (including 2 inbound channels)	Cost
Monthly cost	£4
Additional inbound channel	£2

## Outbound Call Charges

Pay As You Go (PAYG)	Rate
UK Landline	1.5p/min
UK mobiles	5.5p/min
International	2p/min +

\*Price is for calls originating from UK landline; add 2p/min for calls originating from UK mobiles. Calls from UK Payphones are not accepted unless requested and cost an additional 85p/min. Calls to an 01, 02, 03 or 080 number terminating on a non-TTNC SIP Address or Endpoint cost an additional 1p/min.