



Hosted VoIP Telephony Services

Licences: Are per user and not per device enabling you to use the device you want, when you want and where you want, i.e. hardwired phone or PC software client at your desk, mobile phone, or iPad (Wi-Fi connected) anywhere in the world. You will never miss a business call again.

All inclusive call bundles are per user, pooled – e.g. 10 users @ 5000 minutes = 50,000 minutes to share.

Horizon Premium Assured. This is our premium subscription service for guaranteed call quality. The service is only available if taken with an Assured Internet connection for the primary site. This service is ready for our soon to be launched on-net mobile service. 12 or 36 months.

*** Hardware Incentive 2018 ***

Customers committing to a 36 month contract receive all their handsets free of charge.

Price per user: £13+vat

Inclusive minutes: Unlimited to UK landlines and UK mobiles, subject to fair usage policy.

Horizon Premium. Still a premium subscription service but delivered over any Internet connection. Handsets must be purchased with this service. On-Net mobile service ready (when launched). 12 month term.

Price per user: £14+vat

Inclusive minutes: Unlimited to UK landlines and UK mobiles, subject to fair usage policy.

Voice.Plus. Our standard Hosted VoIP platform. Can be used on any Internet service, although assured/converged connections are also available. Includes all the features of our premium subscriptions except it will not be compatible with the on-net mobile service launching later this year. Handsets must be purchased with this service or you can use your own so long as it is on the list of supported devices. 12 month term.

Price per user: £12+vat

Inclusive minutes: 5000 to UK landlines, 5000 to UK mobiles.

Voice.Plus Extra

As per Voice.Plus, but this includes a handset of your choice per user. 36 Month Term

Price per user: £14+vat

Inclusive minutes: 5000 to UK landlines, 5000 to UK mobiles.

What is included in each licence?

Our hosted VoIP system includes every feature you could possibly expect from even the most advanced corporate systems – at a fraction of the cost.

Features Included:

- All standard telephony features
- Voicemail per user
- Voicemail to email
- CTI integration (provided by third party applications)
- Connect from any internet connection*
- Register multiple devices to one account. Access from anywhere
- Local Conferencing
- Hold Music
- Call Transfer
- Call Forwarding
- Pickup Groups
- Group Voicemails
- Hunt Groups (Sequential/Parallel)
- Auto Attendants
- Fraud notification & suspension
- “Bring your own device” (BYOD)**

Optional Non-standard features:

- Interactive Voice Response/ Automated Attendant (IVR/AA)
- Softphone (Mobile or Desktop)
- Call recording (Standard): charged per user or per GB
- Call Recording (MiFID II Compliant – 7 years storage, 84000 minutes per user)
- Conference calling: charged per simultaneous conference
- Advanced CRM Integration
- Call Centre features (wall boards, queues, statistics, etc.)

*When using 3rd party connections, call quality cannot be guaranteed and router/firewall settings may prevent the service working.

**BYOD only applies to compatible handsets. List available on request.

Voice as a Service (VaaS)

A hosted telephony platform fully managed and maintained by Pond Group. Voice.Plus and Horizon have all the features you would expect from an enterprise grade telephone system as well as a compact, easy to use web based user interface. The application has been developed to make it as user friendly as possible, with separate user and admin interfaces.

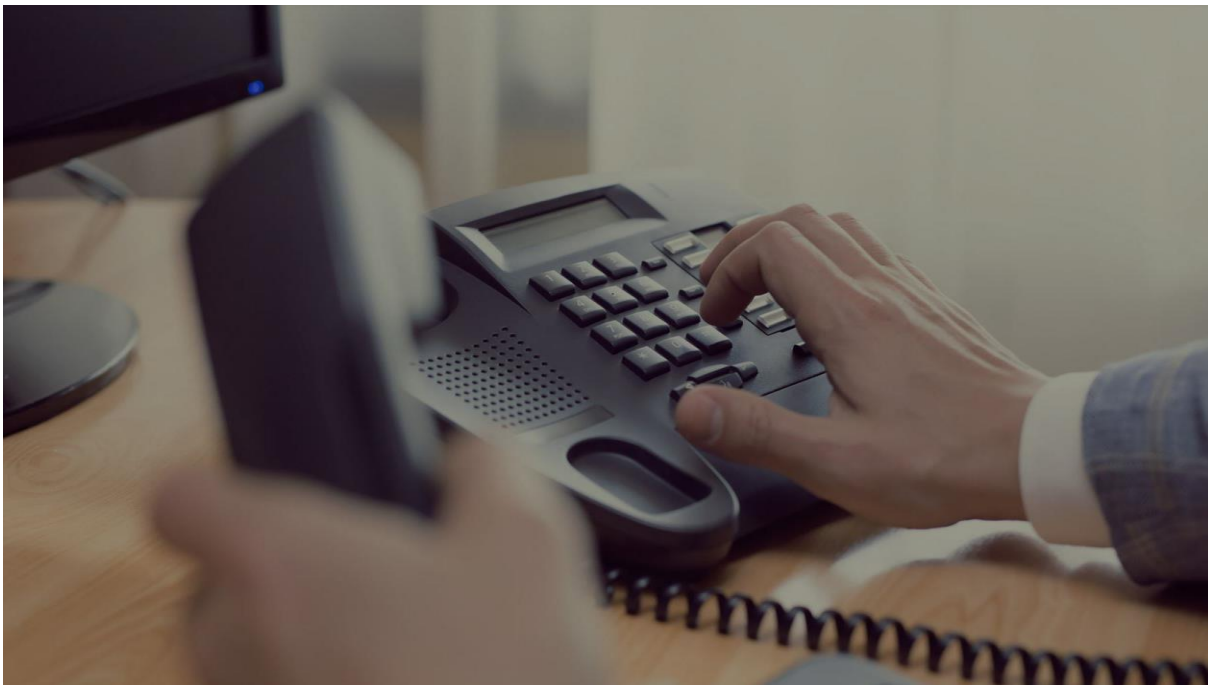
Connectivity: Pond Group offer a range of data connection services including ADSL, SDSL, EFM, FTTC or dedicated Fibre Optic Leased Lines. Price and availability may vary depending on location and data requirements. Assured or Converged services offer guaranteed call quality when used with our associated VoIP products.

Handsets: A range of handsets are available from Polycom, Cisco and Yealink which can be purchased or included in the monthly rental. Please call to discuss your requirements so we can recommend the correct handsets.

Call Recording: Charges are dependent on the volume of calls you require recording, and the length of time the recordings need to be stored. Standard charges are per Gigabyte starting at £15 per month for 900Mb on the premium subscriptions or per user on Voice.Plus. Our MiFID II compliant call recording solution is only available with our Horizon packages and is charged at £16+vat per user/month. This includes 84000 minutes per user, 84 Months (7 years) storage and an advanced web interface for searching and reviewing recorded calls.

Number Porting: Our SIP, hosted and wholesale telephony providers have their own number porting desks, porting thousands of numbers a month. There is a one off charge for number porting and we do not charge a recurring rental for managing numbers.

Number Provision: An extensive range of UK numbers, covering 90% of the UK, are available. We can also provide international numbers. There is a one off fee for numbers and we don't charge a recurring rental for managing them.



Hosted Voice Service Tariff			
Product	Set up	Horizon per month	Voice.Plus per month
Voice.Plus User extension (no handset)	£0.00		£12.00
Voice.Plus Extra User extension (with handset)	£0.00		£14.00
Horizon Premium Assured	£0.00	£13.00	
Horizon Premium	£0.00	£14.00	
Mobile App (Android/iPhone)	£0	£1.75	Included
Desktop Client/Softphone	£0	£1.75	Included
Conferencing per system	£Free	£POA	Per minute charges
CRM/PC Integration	£0	£0.75 - £12	£0.75 - £12
Receptionist Console Software	£0	£25	£20
Standard Call Recording (Price per 900MB, tiers available)	£0	£15 per 900Mb	£3 per user
MiFID II Call Recording Package	£0	£16.00	N/A
Number Provision	£15.00		
Number Porting single number	£15.00		
Number Porting or new DDI range	£85.00		

Additional pricing available for Call Centre environments. Speak to us to discuss your requirements in more detail.

Prices exclude VAT which will be calculated at the prevailing rate

Pricing for call recording is calculated per client. Please call to discuss.



VoIP Telephone Systems | Low Cost Calls | IT Support
Business Continuity & Disaster Recovery