

# Business Phone Services

**Low-cost internet telephony: Local phone numbers and cheaper calls – even when working abroad.**

Switch to Voice over IP (VoIP) and reduce your phone bills, make free VoIP-to-VoIP calls, and choose from inclusive multi user mobile minutes packages. Also access a host of VoIP related services, accessories and hardware. Easy to set up. Easy to manage. Perfect for use with Gradwell Broadband or your existing Internet set up.



<b>Single User VoIP</b>	<ul style="list-style-type: none"> <li>• From £4.00 per month</li> <li>• Inclusive minutes available</li> </ul>
<b>Multi User VoIP (Hosted PBX)</b>	<ul style="list-style-type: none"> <li>• From £8.00 per month</li> <li>• Inclusive minutes available</li> </ul>
<b>Hosted Unified Comms</b>	<ul style="list-style-type: none"> <li>• From £8.00 per month</li> <li>• Inclusive minutes available</li> </ul>
<b>Enterprise VoIP (Onsite PBX)</b>	<ul style="list-style-type: none"> <li>• Enterprise VoIP Inbound. From £4.00 per month</li> <li>• Enterprise VoIP Outbound. From £0.00 per month</li> <li>• Inclusive minutes available</li> </ul>
<b>Other services</b>	<ul style="list-style-type: none"> <li>• VoIP Equipment, Number Porting (Keep My Number), Voice-to-Text, Call Forwarding and more</li> </ul>

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

## Key features

You can keep your existing number and also benefit from our call forwarding and Voice-to-Text and Fax services:

- Advanced, flexible voicemail
- Fully featured PBX for a low monthly fee
- Integrates with your existing onsite 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

“ We’ve seen cost savings on call charges and line rental since we reduced the number of BT lines, but retained the same capacity.

Alder Bridge Steiner-Waldorf School



## Key benefits

- **Reduce costs:**  
Approximately 20% lower telephony bills and free VoIP-to-VoIP calls
- **Connect remote users:**  
Phone extensions in multiple locations – users talk to each other for free
- **One local phone number:**  
In the office, at home and even abroad
- **Easy set-up:**  
No mess, no disruption – plugs into your existing Internet connection. Services active within the hour
- **Room to expand:**  
Unlimited call capacity with inclusive mobile minutes on certain multi user packages
- **Seamless switch over:**  
Keep your existing number

Your customers can reach you on one number, at home, in the office or even if you are abroad.



## Business Phone Services

Phone Services	Single User VoIP	Multi User VoIP (Hosted PBX)	Hosted Unified Comms	Enterprise VoIP Inbound (Onsite PBX)	Enterprise VoIP Outbound (Onsite PBX)
Monthly	From £4.00	From £8.00	From £8.00	From £4.00	From £0.00
Setup	FREE	£4.99	£50.00 per user	FREE	£25.00
Included phone number	UK and International*	UK and International*	UK and International*	UK and International*	UK and International*
Concurrent calls per number	1	2	2	2	No limit
Internal extensions	1	10	N/A	N/A	N/A
Call packages	FREE VoIP-to-VoIP	FREE VoIP-to-VoIP and internal calls	FREE VoIP-to-VoIP and internal calls	N/A	FREE VoIP-to-VoIP and internal calls
Unlimited^ UK landline minutes**	£8.00 per month add-on	£8.00 per month add-on	£8.00 per month add-on	N/A	£8.00 per month add-on
Unlimited^ UK & International landline minutes	£25.00 per month add-on	£25.00 per month add-on	£25.00 per month add-on	N/A	£25.00 per month add-on
500 UK Mobile minutes	£30.00 per month add-on	£30.00 per month add-on	£30.00 per month add-on	N/A	£30.00 per month add-on
999 Emergency Services access	YES	YES	YES	Outbound required	YES
Min. contract length	3 months	3 months	3 months	3 months	3 months
Voicemail and notifications	YES	YES	YES	-	-
Call forwarding	YES	YES	YES	-	-
Online call logs and invoicing	YES	YES	YES	YES	YES
Customised CLI	YES	YES	YES	N/A	YES
Time of day routing	-	YES	YES	-	-
Audio call conferencing	-	YES	YES	-	-
IVR/Auto-attendant	-	YES	£10.00 per month	-	-
Music on hold	YES	YES	YES	-	-
Hunt call groups	-	YES	YES	-	-
Online presence	-	-	YES	-	-
Supported protocol	SIP	SIP		SIP/IAX	SIP/IAX
Codecs supported	G711u , G711a and G729a***				

\* Surcharges apply for International numbering. \*\* Landline calls to 01, 02, 03, 0870. \*\*\* G729 codec needs to be installed on your PBX. ^ Subject to Fair Use Policy ([www.gradwell.com/fup](http://www.gradwell.com/fup)). All phone services (inc Unlimited packages) are subject to Terms and Conditions and standard call charges. All prices exclude VAT. Range of hardware and accessories available.