

Our service is delivered via the Porta One platform – a carrier grade (Class 4 and 5) switch that delivers enterprise level scalability and resilience whilst delivering real time call data and reporting capabilities, providing a compelling hosted voice proposition for our customers.

Standard Licence Features:

- Licence allocated on a per extension basis
- Access to smartphone app with improved call quality and power management (bundled licences only)
- Wide range of call management features including hunt groups, IVR set-up and out of hours settings
- Directory integration for shared address books on Yealink handsets
- Review Live CDRs for all call activity
- Wallboard Lite with basic call statistics
- 59 day call recording
- Self-serve portal
- UK wide virtual number options
- Fax to email
- Music on hold options
- Hunt group Extension Summary with busy lamp field visibility
- Review all call activity through a single pane of glass



Yealink SIP-W60P



Yealink SIP-T41P



Yealink SIP-T42S



Yealink SIP-T46S



Yealink SIP-T48G



Yealink CP920

Handset	Full HD Voice	PoE	LCD Display	Gigabit Ethernet	Headset Support	SIP Accounts	PC Port	Message Waiting ID	Inbound
Yealink SIP-W60P	✓	✓	2.4" Colour	10/100Mb	✓	up to 8 VoIP	✓	✓	✓
Yealink SIP-T41P	✓	✓	2.7" Mono	10/100Mb	✓	up to 6	✓	✓	✓
Yealink SIP-T42S	✓	✓	2.7" Mono	✓	✓+ Bluetooth	up to 12	✓	✓	✓
Yealink SIP-T46S	✓	✓	4.3" Colour	✓	✓+ Bluetooth	up to 16	✓	✓	✓
Yealink SIP-T48G	✓	✓	7.0" Colour	✓	✓	up to 16	✓	✓	✓

Conference Phone	Full HD Voice	PoE	LCD Display	Touch Keypad	1 x USB Port (2.0)	Yealink Noiseproof Technology	5 Way Conferencing	360° Voice Pickup	Hybrid UC Meeting
Yealink CP920	✓	✓	3.1" Mono						

Pricing

Bundles	Monthly charge with hardware	Monthly charge 3 year licence only	Monthly charge 1 year licence only	Monthly charge 1 month licence only
Yealink W60P - hosted voice licence & 4000 bundled minutes included*	POA	N/A	N/A	N/A
Yealink SIP-T41P - hosted voice licence & 4000 bundled minutes included*	POA	N/A	N/A	N/A
Yealink SIP-T42S - hosted voice licence & 4000 bundled minutes included*	POA	N/A	N/A	N/A
Yealink SIP-T46S - hosted voice licence & 4000 bundled minutes included*	POA	N/A	N/A	N/A
Yealink SIP-T48G - hosted voice licence & 4000 bundled minutes included*	POA	N/A	N/A	N/A
Yealink CP920 Conference Phone - hosted voice licence & 4000 bundled minutes included*	POA	N/A	N/A	N/A
Licence Only - no hardware** & 4000 bundled minutes included*	N/A	POA	POA	POA

Upfront	3 years	1 year	1 month
Licence Only - no hardware , no calls**	POA	POA	POA

* All Yealink monthly bundle options include a standard 3 year hosted PBX licence. 4000 minutes to 01, 02, 03 and UK mobile. Calls to these numbers shall not exceed 4000 minutes in total per handset/licence. The total number of calls to UK mobiles shall not exceed 2000 minutes per month (per licence). The total number of calls to 03 numbers shall not exceed 15% of the total calls made on any handset/licence per month.

** The suggested Yealink models are recommended when connecting to our hosted solution.

Additional Options	Monthly Charge
Analytics - Lifetime call recording storage, one-click reporting and wall board*	POA
PCI MiFID II compliant call recording Analytics add-on	POA
UC Plus Express - includes desktop software client/Outlook integration	POA
UC Plus Fusion - integrates with Outlook, Google Docs and up to 200CRM applications	POA

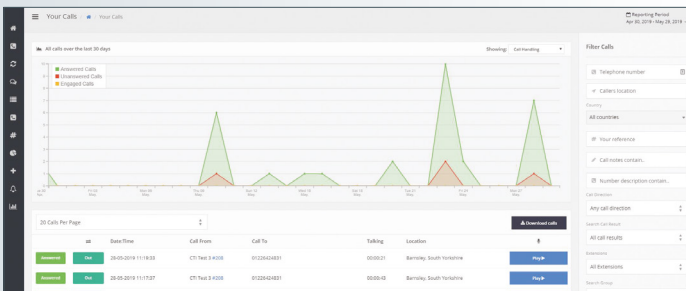
* Company-wide per seat licence coverage

Enhanced Features

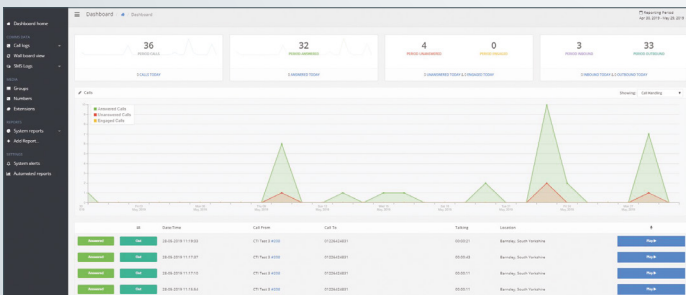
Our Hosted is a fully modular service that can be tailored to your requirements. We believe in offering our premium features at a disruptive price point.

Analytics - a suite of complementary features allows organisations to access enhanced cloud call recording, call statistics and wallboard features that drive value and develop customer loyalty.

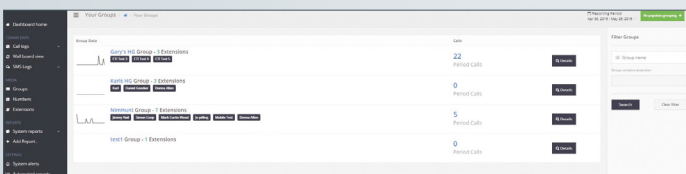
Lifetime call recording - MiFID II compliant call recordings delivered with lifetime cloud storage. Organisations can retain all call audit trails for regulatory purposes and to mitigate disputes and potential litigation. Powerful filter capabilities to search through the call recording archive providing fast and accurate information:



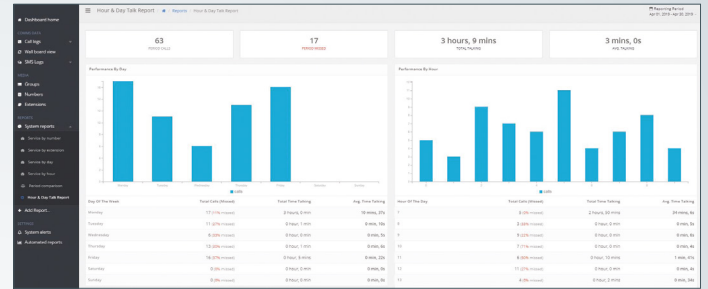
Call Stats - this provides the ability to see all live and historical call statistics via easy access real-time graphical reports:



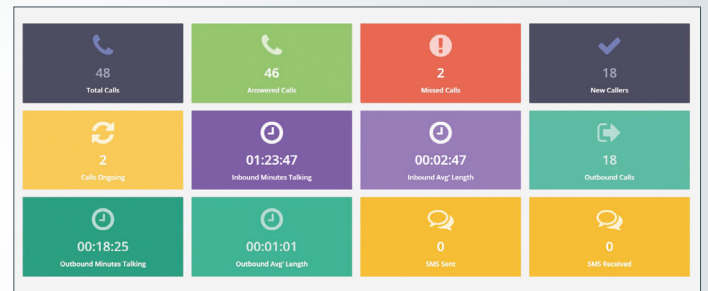
Understand **hunt group** call activity through at-a-glance pulse checks:



One click management reports - delivers end-of-day stats to key stakeholders:



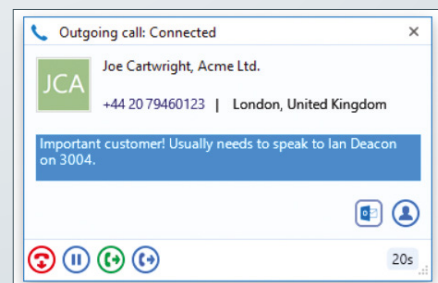
Wallboards - drive user productivity with the multi-group stats view:



UC Plus CTI Integration - the UC Plus CRM/ Outlook PC desktop app allows organisations to be more productive and provide a more consistent customer experience. Activating additional services can deliver further ROI.

Control your handset and utilise the capabilities our hosted solution offers through the PC desktop app, and transfer calls easily.

- **UC Plus Express** - includes call control, click to dial and screen popping for Outlook and Google contacts
- **UC Plus Fusion** - includes all the features of Express and integration with an extensive range of CRM applications



Security & Risk Mitigation

We take the security of our Hosted VoIP solution very seriously and we are dedicated to protecting our customers. We continue to evaluate our security regularly to ensure high levels of protection from fraudulent and malicious activity.

Call rates and daily usage - Our Platform allocates credit on a per-customer basis. This allows for automated blocks to be triggered if an account exceeds the designated daily spend limit. Setting policies for all our customers reduces the risk of potential costs accumulated by fraudulent activity.

Call barring - Outgoing calls to number ranges which could incur substantial costs, such as International, Premium Rate and higher-rate 07 numbers (070, 075 and 076), are barred by default on our platform.

Geo Risk - Geographic risk profiles impose limits on accounts registering on IP addresses outside our parameters. Outbound calls from these extensions are screened and use audible codes designed to validate genuine calls and block activity deemed to be potentially fraudulent.

Concurrent call limits - Manages the number of concurrent calls that can be made from an individual account to reduce the potential for fraud.

Fraud detection and alerts - Traffic patterns and concurrent call volumes are constantly monitored. You will be alerted to any suspicious calls and any persistent call activity will be remediated if necessary.

Business continuity

- Our Hosted platform is geo located within a UK data centre with full replication and failover capability in the Netherlands
- Use of Softphone app when organisations are unable to access their premises
- Divert feature to allow calls to be routed to an alternative number

For more details please contact:

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