

NetTalk is a pre-packaged hosted voice over IP (VoIP) service, offering small and medium sized businesses all the benefits of an enterprise level solution in a pre-packaged format that eliminates complicated installation and management.

NetTalk offers a cost-effective voice network for small businesses or can be combined with our Enterprise Hosted IP Telephony solution for a head office/branch office installation.

Get Up and Running in 10 days

As the service is based on a DSL circuit, and we send you the hardware configured and ready to use, your service could be operational within 10 days of ordering.

Express Install

All the NetTalk packages have been designed to be 'self-installing'. Routers and phones are pre-configured by NetServices and dispatched directly to your office - all you need to do is plug in the routers and phones and you are up and running immediately.

Feature-rich

NetTalk offers the same functionality as you would expect from a corporate phone system - voicemail, interactive voice response and hunt groups are standard within all packages. Additionally NetServices include a conference bridge enabling multi-way discussion with internal and external attendees.

Cost-effective Business Advantage

A cost-effective option, NetTalk also opens up the possibility of remote and home working without any loss in phone system functionality providing businesses with a more effective means of supporting flexible working.

Requires no On-site IT skills

NetServices provide the hardware in a pre-configured format, and because the routers are managed by NetServices, no on-site technical skills are required for ongoing management of the service.

Secure

All NetServices Hosted IP Telephony packages are based on private networks rather than the public internet ensuring your voice network does not become a weak link in the security of your business.



Upgrade

Growing businesses can easily upgrade their service e.g. from NetTalk 5 to a NetTalk 10 package or even to an Enterprise Hosted IP Telephony solution.

Fully Managed

All NetTalk packages are fully managed and backed by SLAs.

Service Summary

- Dedicated voice only network from **£39.99** per month
- Attractive call rates
- ADSL Max Premium private wide area network connectivity to centrally hosted soft switch platform
- SLA backed implementation and on-going support
- A dedicated voice conferencing bridge with each site installation
- Fax support and resilient back-up telephony services utilising under pinning PSTN circuit
- Option to increase number of handsets in line with business requirements
- Seamless transition between NetTalk packages and, if required, on into the Enterprise suite of products

What you get with a NetTalk package?

NetTalk is available in a number of different pre-packaged options.

	Feature	NetTalk 2	NetTalk 5	NetTalk 10	NetTalk 15
Feature Summary	Configured IVRs	1	1	1	2
	Conference Bridge	5 concurrent users	5 concurrent users	10 concurrent users	15 concurrent users
	Max. assigned DDIs	1 non-geographic, plus 2 geographic	1 non-geographic, plus 5 geographic	1 non-geographic, plus 5 geographic	2 non-geographic, plus 15 geographic
	Hunt Groups	Unlimited	Unlimited	Unlimited	Unlimited
	Pickup Groups	Unlimited	Unlimited	Unlimited	Unlimited
	Call Queues	Unlimited	Unlimited	Unlimited	Unlimited
	Voicemail boxes	Unlimited	Unlimited	Unlimited	Unlimited
	Voicemail to email	Included	Included	Included	Included
Hardware and Network Components	Handset supplied	2 x Aastra 9112i	3 x Aastra 9112i	2 x Aastra 9112i (plus 1 x Aastra 480i)	2 x Aastra 9112i (plus 2 x Aastra 480i)
	Maximum handsets	2	5	10	15
	Maximum concurrent calls	2	3	3	4
	Supplied CPE router	Cisco 877	Cisco 1801	Cisco 2811	Cisco 2811
	Private network circuit	IPStream MAX Premium	IPStream MAX Premium	IPStream MAX Premium	IPStream MAX Premium
Support	Support hours of cover ¹	Core Hours. Option to expand to Extended Hours	Core Hours. Option to expand to Extended Hours	Core Hours. Option to expand to Extended Hours	Core Hours. Option to expand to Extended Hours
	Installation	Plug & Play self-install. Option for on-site install.	Plug & Play self-install. Option for on-site install.	Plug & Play self-install. Option for on-site install.	Plug & Play self-install. Option for on-site install.
	Handset replacement	Option to include handset replacement for nominal monthly fee.	Option to include handset replacement for nominal monthly fee.	Option to include handset replacement for nominal monthly fee.	Option to include handset replacement for nominal monthly fee.

Who does this solution suit?

- NetTalk packages are ideal for retail or franchised offices and can be varied according to individual site requirements e.g. NetTalk 5 at one site and NetTalk 15 at another.
- NetTalk can be combined with our Enterprise Hosted IP Telephony solution where a head office environment exists alongside several branch offices.
- NetTalk is also ideal for organisations such as charities or remote local authority sites looking to implement a highly cost-effective solution without compromising on quality of service.
- As it is easy to upgrade from one package to another NetTalk is ideal for start-up and fast growing businesses where requirements may change over a short period of time.

Summary Pricing*:

	NetTalk 2	NetTalk 5	NetTalk 10	NetTalk 15
Lines (concurrency)	2	3	3	4
Standard number of handsets shipped	2	3	3	4
Local / National calls	1.10 pence per minute	1.10 pence per minute	1.10 pence per minute	1.10 pence per minute
Mobile	9.75 pence per minute	9.75 pence per minute	9.75 pence per minute	9.75 pence per minute
Setup Charges				
Setup Fee	£555.00	£950.00	£2,450.00	£2,750.00
Additional handset cost (excluding postage)	N/A	£62.50	£62.50	£62.50
Additional IVRs	N/A	£20.00	£20.00	£20.00
On Site installation ¹	£350.00	£400.00	£450.00	£500.00
Monthly Charges				
Fixed Fee	£39.99 per month	£54.99 per month	£66.99 per month	£71.99 per month
Setup fee if not paid up front - 3 year contract	£20.99 per month	£44.99 per month	£99.99 per month	£129.99 per month
Per phone costs for additional handsets ¹	N/A	£3.99 per handset	£2.99 per handset	£1.99 per handset
Phone Coverplan ¹	£0.99 per handset	£0.99 per handset	£0.99 per handset	£0.99 per handset
IVR maintenance per month ¹		£1.00 per add. IVR	£1.00 per add. IVR	£1.00 per add. IVR
Out of Hours support cover ¹	£8.00 per month	£11.00 per month	£13.40 per month	£14.40 per month
Upgrade Charges				
From NetTalk 2 to NetTalk 5		£500.00		
From NetTalk 5 to NetTalk 10			£1,900.00	
From NetTalk 10 to NetTalk 5				£500.00

*Pricing valid until April 30th 2007. ¹Optional Feature.