CSquared Hosted Telephony

Product Background

CSquared has entered into a strategic partnership with BT Wholesale which combines their enterprise grade fibre platform and CSquared's innovative product development to deliver a truly market leading hosted VoIP proposition. Fully cloud based, CSquared Hosted Telephony service offers you so much more than a traditional telephone system, giving you an easier and more cost effective way to manage all your telephony with an enterprise grade range of functionality and flexibility.

This is a product aimed at unlocking the mass market adoption opportunity of cloud telephony with cloud technology. As the traditional ISDN market moves towards becoming 100% IP based by 2025, this then provides a big opportunity. The current market for hosted telephony sits at 2 million active hosted seat users with 40,000 new seats being added per month.

BT Wholesale has already announced its plans to retire ISDN by or before 2025, fueling the expected exponential growth of cloud telephony over the next 5 years.

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WHY CSQUARED?

CSquared Hosted Platform offers the scalability and functionality that has become expected from a modern phone system. However, we are now able to offer so much more. The CSquared licence includes better quality of service, better pricing, better handsets, more minutes, more flexibility and more functionality.

Best Pricing - Generous monthly call bundle

Best Portal - Comprehensive administrative portal to help customers stay in control

Best Handset - Our standard device provides HD communications and unified collaboration

Best Quality of Service - Delivering a market leading customer experience based on a reliable robust platform designed in partnership with BT Wholesale and great customer service

Best Terms - There is no catch, just a flexible set of contract terms to suit each customer's business

Best Reputation - Over 500 East Anglian Businesses trust CSquared for their communication solutions

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ABOUT OUR HOSTED PLATFORM

HV.Select offers so much more than a traditional phone system, giving our customers an easier and more cost effective way to manage their telephony.

Are you a new business or one that is relocating or upscaling, or a larger business needing high end calling features?

CSquared's Hosted Voice solution is great at cutting costs for your business communications needs, and comes fully loaded with a host of premium PBX features which only high end phone systems previously could offer.

Call recording is a feature that is hugely cost effective in the cloud, with cloud storage now cheaper than ever, calls can be recorded for training or legal purposes. You can also receive premium features and the tools to be successful and improve your infrastructure, enabling a connected workforce from any location.

CSquared give customers premium features for their business and the tools to be successful and improve their infrastructure, ensuring their colleagues and customers are connected, wherever they are.

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HOW DOES IT WORK?

Hosted Voice Select (HV.Select) is CSquared's fully hosted and managed High Definition (HD) IP Telephony Service. It runs on BTWholesale's highly resilient and secure next-generation network and provides the functionality of a high-end telephone system but with no physical on-site switch (PBX).

To connect to HV.Select you simply require a reliable, quality voice IP connection. We believe that call quality is paramount, which is the reason we offer dedicated voice over Broadband and Ethernet circuits.

Who is Hosted Voice Suitable for?

HV.Select is suitable for businesses of any size with single or multiple sites. We can scale from the very small single office to multisite networks or indeed large corporate headquarters, providing seamless, reliable, predictable and hassle-free levels of communications functionality.

For those businesses with multiple sites, we provide Ethernet circuits to ensure maximum call quality securely linked by our Virtual Private Networks (VPNs). HV.Select call traffic bypasses the public internet entirely, ensuring absolute quality of service for users.

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COMMON QUESTIONS

Who owns, manages, operates, supports and maintains each element of the hosted solution?

BT Wholesale owns the platform. Everything else sits in the CSquared domain.

Are there any restrictions to the 5000 minutes?

The 5000 minute call bundle is subject to a FUP (Fair Use Policy) which should be referred to. At a high level the bundle is for UK 01/02 calls and UK Mobile Networks FM1, FM3, FM4, FM5 and FM6, and 500 c)alls to 03 numbers. The bundle is per user and for the calendar month, it cannot be shared or carried over. For more info please read the full FUP.

Is the service restricted to any type of usage?

Yes, usage is exclusively for end user customers. Automated services and non-human operators are not permitted.

Can unused minutes be carried over?

No, there is no carry over of unused minutes.

How does the 5000 minutes compare in the marketplace?

This is a key buying point to the service. Other services offer between 1000 and 2000 minutes and have restrictions as to whether the calls are served to local & national or mobile destinations.

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PRODUCT FEATURES

HV Product Features (some features are optional and incur additional charges)
• Save on call charges between colleagues
• Unlimited free on-net calls*
• 5000 minutes of calls to UK 01/02/03 numbers and UK mobile networks **
• Scalable to add and remove users as required
• Eliminate infrastructure costs and maintenance
• Call identification and effective management
• Hunt groups so you never miss a call
• Voice messaging with voicemail to email
• Unlimited levels of auto-attendant a call
• Voice messaging with voicemail to email
• Unlimited levels of auto-attendant
• Business applications – Instant Message, Presence and Video Calling
• MeetMe Conferencing
• Flexible number portability – retain your existing office numbers
• Call storage
• Full integration with CRM
• In-depth call analytics
• Latest range of top brand handsets
• Reliable uptime with secur)e call re-routing
• User portal to allow online management of the service , so you stay in control
• Training and configuration support

*On-net calls are callsmade between the same site.
**Calls to 03 numbers cannot exceed 10% of the minutes bundle. The bundle is per user and per calendar month. Unused minutes cannot be shared or carried over.

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PRODUCT BENEFITS

• Secure – built in business continuity and disaster recovery with call re-routing
• Reliable – guaranteed 99.9% uptime backed by our SLA
• Scalable – easy to add and remove users
• No hardware – complete PBX functionality without the hardware
• Enhanced mobility through seamless remote operation
• Attractive payment terms including a ne)w handset
• Easy monthly budgeting with generous call bundle
• Simple, clear pricing
• Wide range of features
• Easy to buy, easy to sell
• Reliable robust platform in partnership with BT Wholesale
• Training provided
• Best in class partners
• All handsets offered on 100% OPEX model

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