

Network Services

4Net Technologies Network Services is a comprehensive portfolio of telephony calls and lines services devised to simplify and maximise your communication, internally and externally. From Inbound to SIP and all the bits in-between 4Net have the solution to suit your network services needs.

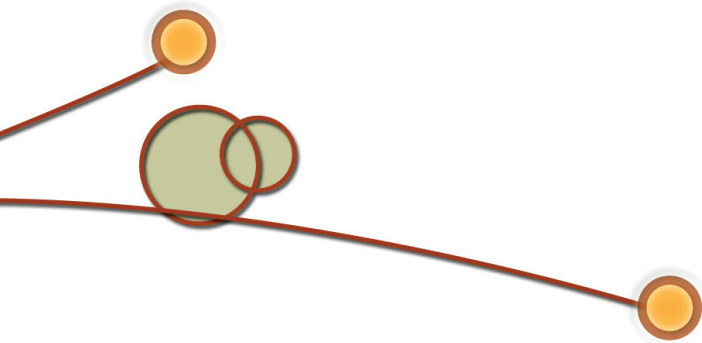
Our portfolio includes the following:

Inbound includes geographic and non-geographic numbers, access to call routing, monitoring and management tools.

Outbound includes flexible tariff structures, low cost call rates, one bill and guaranteed fault reporting and resolution.

SIP Trunking includes communication flexibility, disaster recovery and a cost effective alternative to ISDN.

Assured IP Services includes voice channel guarantees, service availability, managed service option and one call fault reporting and resolution.



Inbound

Key to any business is the ability for customers to get in touch as and when they need to. With 4Net's Inbound services you can control your calls on any number, anywhere from any device. Available for both geographic and non geographic numbers, 4Net's Inbound service provides online access to a full range of call routing, monitoring and management tools designed to enhance your customer service capabilities. Available in three different levels - from simple call routing to complex call centre services, giving you the features you need for your business.

Which Service is right for you?

NetPoint Ideal for the single site business who wants to set up and change their call routing according to opening hours/staff availability.

NetPath Suitable for multi-site/multi department organisations that are looking to route calls according to who the caller is, by caller's location to the nearest office or the relevant account manager. Hunt group routing across particular teams is also possible.

NetPro Provides complex, reliable call centre functionality, suited to businesses that place high value on customer service and who are looking to deal with incoming enquiries effectively without missing a call.

Benefits

Use with any number, anywhere, from any device the service is available on both geographic (01/02) and non-geographic (08/03) numbers and is accessed through a secure user friendly website from any device.

Easy to use the entire service is designed to be jargon free, intuitive, and enable you to become productive very fast.

Immediate set up as everything's online and directly feeds into 4Net's network, giving the ability to instantly make changes to call plans, announcements and other features.

No capital outlay no set up costs means that this service can be funded out of operational spend, enabling quick decision making and implementation.

Outbound

Enabling your business to communicate with the outside world is pivotal to the success of your business. 4Net outbound services can provide all your calls and lines across a wide variety of connection methods. Our flexible tariff structures, low cost call rates and line rental charges for both analogue and digital lines can deliver substantial savings for your business. To further simplify the process 4Net offers you one invoice consolidating all of your telephony bills and our wholesale line rental (WLR3) guarantees fault reporting and resolution.

Outbound is for you if...

You want to reduce costs regardless of your connection.

You want access to a wide range of additional services without the hassle of having to change your business number or phone system.

Benefits

Choice a range of lines to suit the needs of your business.

Reduced Costs flexible tariffs, low cost call rates and business line rental charges available on a 12 month contract with no minimum spend.

Quality modern resilient network and proven technology give you enhanced call clarity and dependability.

Seamless keep your current business number and services such as 1471 and 1571.

Simplicity one bill for call charges and line rental, tailored to your needs.

SIP Services

4Net's SIP services provide IP connectivity and a whole host of telephony services that can be fully managed if required. For businesses that are looking for greater flexibility with their communications system, SIP trunking and associated services offer an exciting opportunity.

SIP Trunking

4Net is able to provide market leading SIP trunking service, which enables IP connectivity and full "telephony" breakout services. SIP trunking provides communication flexibility and disaster recovery and can be a cost effective alternative to ISDN.

Benefits

Number portability allowing businesses to relocate their office anywhere in the UK and keep their number.

Number flexibility supporting DR plans at a fraction of existing ISDN costs.

Ease of system expansion an additional number of SIP channels can be added to a site at a fraction of the time and cost that deploying ISDN would entail.

Free calls between linked sites and lower call costs for PSTN and mobile breakout.

Fully managed service can be provided as a fully managed service.

Assured IP Services

4Net's Assured IP Services is for businesses looking at an alternative option to ISDN with a SIP trunk solution. Assured IP Services delivers service availability and voice channel guarantees, along with a guaranteed fix time giving you peace of mind. As part of the 4Net Network Services portfolio this service along with other elements from any of the 4Net portfolio's can be provided as a fully managed service with one number to call for any problem within any area of your communications infrastructure.

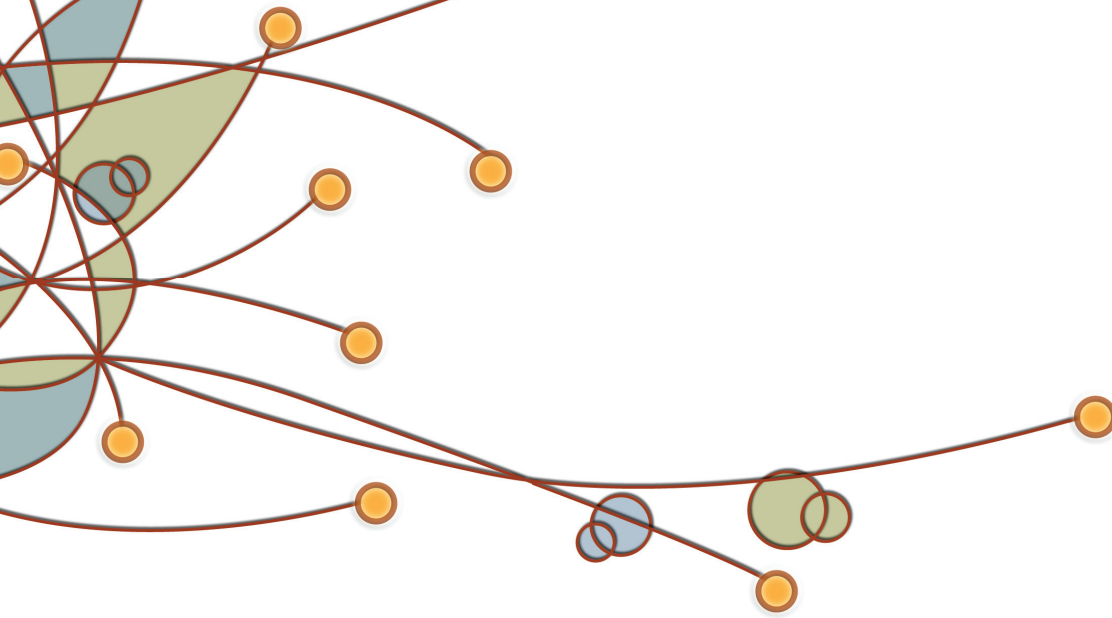
Benefits

End to end telephony services.

Peace of mind guarantees on availability, fix times and voice quality.

Fast and efficient fault resolution full diagnostic service across platform, access and up to the router.

24 x 7 Support via one single number.



Why 4Net?

4Net Technologies can design, implement and support a fully comprehensive technology solution that covers all the requirements of your business. From IPT to contact centres, managed services to business telephony, with one supplier to manage all your needs simplifies your life and minimises downtime as one call solves all your communication needs - allowing you to get on with your job.

About 4Net Technologies

4Net Technologies provide contact centre and telephony solutions that address today's business issues. With an intelligent and consultative approach, combined with unrivalled technical excellence, 4Net can design, implement and support the technology solution that meets your businesses objectives whilst maximising existing investments. From IP Telephony to Unified Communications and Virtual Contact Centres, 4Net Technologies partners with best in class vendors such as Avaya, Cisco and Mitel, to provide a solutions portfolio that can address 21st century business challenges.

As a service led technology provider, 4Net build relationships with customers to truly understand their business objectives, so that the right solution and migration path can be designed for each individual organisation, enabling future growth and investment protection. To ensure best in class service, 4Net technologies places training and continuous investment at the heart of its business, guaranteeing customers peace of mind in the future development of their communications infrastructure.

For further information on Network Services or any other component of the 4Net portfolio please call **0845 055 6366** or visit our website www.4net-technologies.co.uk