



KCOM

Hosted PBX

**A fully-featured
Unified Communications
solution made easy.**

KCOM

Don't let the complexity, cost and inflexibility of an on-site PBX hold your business back.

Combine your office-based staff, homeworkers and remote users under a hosted unified communications system that can instantly be scaled as your business needs change.

For a simple, cost-effective monthly fee per user, get enterprise-grade telephony features; always accessible and always up-to-date. We provide a fully managed service with dedicated migration support – no costly hardware, upgrade or maintenance fees in sight.





Reduce costs across your business

No line rental and cheaper call costs are a great start, with completely free 'on-net' calls between all users on the service (no matter where in the world they are); and calls to UK fixed, mobile and international numbers coming in at over 15% less than traditional ISDN services.

Not only that, by removing the need for on-premise hardware and systems, gone are the associated CAPEX and OPEX costs. Do away with expensive maintenance contracts, upgrade charges, power and cooling costs. Our convenient pay-as-you-go service is simple to budget for and offers savings of up to 60% over legacy on-premise equipment.



Enable Unified Communications

Collaboration is the backbone of a successful and sustainable business; move into the world of Unified Communications and improve flexible working across your organisation. Instant messaging, Presence features, desktop sharing and audio conferencing abilities give your employees the necessary tools to be more productive across all of their devices, no matter where they are.



Work anywhere, anytime

Experience complete geographical flexibility. Connect multiple offices, on-site staff and remote employees under a single business telephone system with full functionality available to all, anywhere, anytime. Give your users the choice of fixed IP phones, softphones and video-enabled client for smartphones or tablets, all grouped under a single DDI number per user; for a monthly single user licence fee.



Enjoy a service that grows with you

As a fully scalable cloud-based service, no longer are you restricted by the limits of a physical infrastructure. If your business is growing and your workforce expanding, instantly add extra user licences to your service – no line installations necessary.

Adding a new site? As long as you have the connectivity in place, we can easily extend your Hosted PBX service to incorporate it. If you need a new connectivity infrastructure put in place, we can help there too with our range of Broadband and Leased Line services.



No need for in-house expertise

Our intuitive administration and user portal delivers a fully featured self-service experience, allowing you to manage, monitor and make changes to your service at any time, from anywhere there is an Internet connection.

View and download usage data by site, department or single extension level. Track performance over time and easily generate detailed service reports. We have made sure that our service is as easy to use as possible, and combined with being hosted in the cloud, means you no longer need to maintain the high levels of technical expertise in-house.



Proven service quality

Our Hosted PBX service can be run over any network and offers built-in quality of service, security and resilience as standard. Our solution has been built using Broadsoft's market-leading BroadWorks applications platform; used by 18 of the world's top 25 telecommunications companies. Fully certified to ISO 9001 for overall quality management, ISO 22031 for business continuity and ISO 27001 for data security, our service has the necessary robust and fully-accredited processes in place to protect the confidentiality and integrity of your data at all times.



Built-in business continuity

With an on-premise PBX, a fire, flood, or even adverse weather could bring your communications to a halt. With our Hosted PBX service however, all features are contained in the cloud, so you can be sure that your communications network remains safe and live at all times, allowing your employees to keep working and your business to keep running.

To make it easy from the off, you can even retain your existing numbers when moving to our service for a seamless migration.

Our difference

Single service support

As a single service provider, we like to make technology as easy as possible for our customers. We not only provide a fully-featured Hosted PBX service, but can also run it over our fast, resilient connectivity solutions.

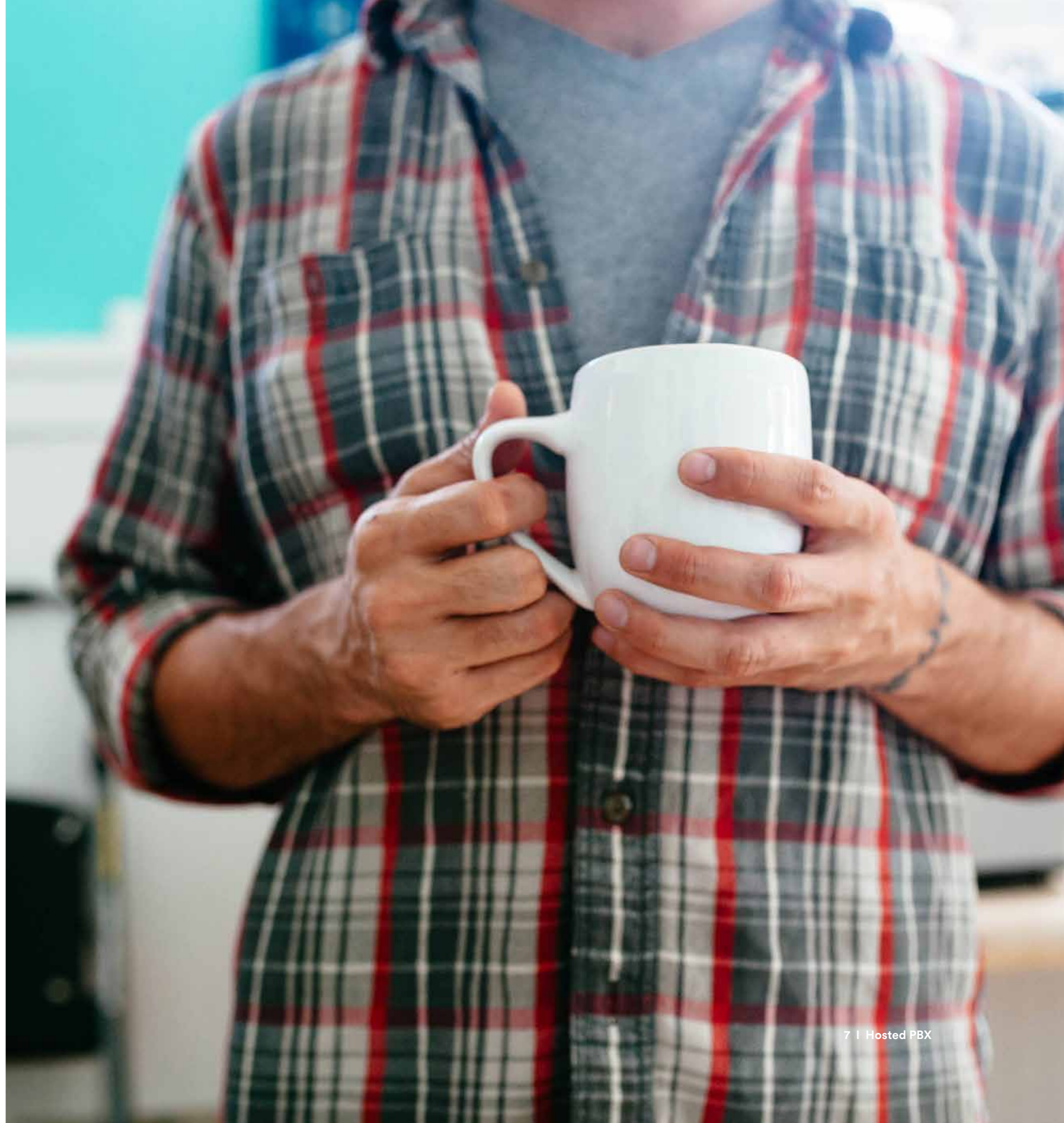
One point of contact for all your services, one bill for easy budgeting, 100% compatibility between all of the services you purchase from us and the peace of mind that your services are in the best hands – we pro-actively monitor everything to keep your business up and running.

At KCOM we are dedicated to providing you with an exceptional experience, from beginning to end. We have completely unscripted UK-based customer and technical service teams who are always on hand to answer questions, fix issues and give guidance on how to get the best from your service.

Simple migration

We want to make sure that your transition to our Hosted PBX service and IP voice communications is as safe, secure and seamless as possible.

Where some larger companies are not able to dedicate resources to a fully personalised service for each of their customers, we will work closely with you every step of the way; from understanding your current working environment of users, sites and telephony setup, through to advising on the best end-to-end migration process with the least impact for your business and users.



Standard user licences

We offer three user licences to cover all user levels in your business:

Basic

Ideal for infrequent phone users who do not need a plethora of features; or for a lobby, lift or hot desk phone. The key feature not available with this licence is Voicemail.

Included features

Authentication, basic call logs, call forwarding always/busy/no answer/no reachable, call hold (incl. flash), call park, call pickup, call return, call transfer (consultative and 3-way conference), call waiting, call line ID blocking/delivery (internal/external), calling name retrieval, client call control, intercept user, last number re-dial, personal contacts, phone services, 3-way call, video calling.

Advanced

Ideal for users that mainly work from a single fixed location with occasional home-working. The addition of Voicemail and various call forwarding features ensure calls are not missed.

All basic features plus:

Alternate numbers, answer confirmation, anonymous call reject, automatic callback, call barge-in exempt, call director, call forward selective, call notify, directed call pickup with barge-in, distinctive and priority ringing, do not disturb, hot desking host, push to talk, remote office, selective call acceptance/rejection, sequential ringing, simultaneous ringing, speed dialing, voice messaging incl. voice portal calling, shared call appearance, toolbar.

Mobility

Ideal for users that are regularly mobile, working from multiple locations. A range of smartphone apps are included that enable users to use a single number across all of their devices, as well as hot-desking functionality.

All Advanced features plus:

Hot desking guest, UC Office for smartphone.

User licence add-ons

In addition to the standard features included with each user licence, the following user licence add-ons can also be purchased per user for enhanced functionality where needed:

	Description	Basic	Advanced	Mobility
Call Recording	Record and store users' calls in our secure cloud environment. This can be done in real-time either proactively or reactively and is fully PCI DSS compliant.	✓	✓	✓
CRM Connect	Integrate a range of call control features into compatible CRM systems including automatic screen appearance of customer files on inbound calls, call control for PC and click-to-dial from CRM files.	✓	✓	✓
Reception Console SMB	Provide PC-based receptionist capabilities to your users with software that allows them to monitor users and easily transfer calls. Up to 30 users can actively be monitored at a time.	✓	✓	✓
Reception Console Enterprise	For larger organisations, this provides the same features as the Reception Console - SMB licence but with the ability to actively monitor up to 200 users at a time.	✓	✓	✓
UC Office Desktop	Give your users the ability to make and receive voice and video calls on Windows and Mac-based computers using their unique line extension via softphone. This can be used as either a primary or shared secondary device.	✗	✓	✓
UC Business	Provides the same features as the UC Office Desktop licence but with the addition of Instant Messaging (IM) and Presence capabilities from a desktop or smartphone application. It also allows basic feature and contact management.	✗	✓	✓
UC Team	Provides the same features as the UC Business licence but with the added team-based features of desktop sharing, web collaboration and an 8 person audio conferencing facility.	✗	✓	✓
Busy Lamp Field	This licence enables receptionist users to monitor user status through a series of illuminated lights on optional expansion module hardware that can be attached to their IP phones.	✗	✓	✓
Fax Messaging	Enables users to receive faxes by email using a new dedicated fax number.	✗	✓	✓

Standard site licence

Each of your sites will have the following standard features:

Standard features

Account codes	Device management
Authorisation codes	Group calling line ID
Auto Attendants	Group contacts
Call capacity management	Group intercept
Call director	Holiday schedule
Call logging	Hunt group
Call park	Music on hold
Call pick up	My room bridge (conferencing)
Calling plans	Phone services
Company contacts	Series completion
Configurable extension dialing	Time schedule
Configurable feature access codes	Voice portal

Site licence add-ons

If you require extra functionality, we also offer a range of site licence add-ons that can be used to enhance your site features:

	Description
Auto Attendant (additional)	If a single Auto Attendant level is not enough for your business, simply add an additional level with this licence. Enable an automated receptionist to answer calls, provide a personalised message and route options to specific departments, extensions or an operator.
Call Centre ACD (Automatic Call Distribution)	This licence provides a number of additional advanced features including call queuing, hold music, comfort announcements, call overflow to alternate destinations, re-direction of calls outside of business hours and uniform call distribution. Incoming calls can be received by a single phone number and distributed among a group of users. At the end of each day a usage report can be generated and sent via email for detailed monitoring of your service. Included within this licence is a 'Plus' pack that enables enhanced call forwarding functionality including busy, always and selective options, alternate number re-routing, do not disturb and accept/reject selective call.
Call Recording – 180 Day	We provide free 30 day storage as standard at each site where call recording is set up. This is limited to 600 minutes (100MB) of voice data per 30 days. If you require more however, we offer an extended 180 day option. This feature is charged monthly per 1GB of voice data used. A site can either have 30 day or 180 day call recording allocated to it.
Wall Board	An addition to the Call Centre ACD licence, display and monitor real-time and historical performance statistics on-screen. Keep up to date with the number of calls in your queues, call wait times and the number of calls received, answered and abandoned, all in a single, easy to read format.



IP phones

We provide and support the following IP phones and accessories for use with your Hosted PBX service. IP phones are powered by Ethernet as standard; 240v AC power units are available separately.

	Description	Features
<p>Polycom VVX 300</p> 	<p>A powerful entry level business handset with an intuitive user interface. The handset has unparalleled voice clarity with Polycom® HD Voice, and Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 300 simple to deploy, easy to administer, upgrade, and maintain; reducing deployment and maintenance costs.</p>	<p>Backlit grayscale graphical LCD (208 x 104) 6 line or speed dial keys HD voice up to 7KHz on speaker, handset or headset 2 x Ethernet 10/100 ports Hard keys: dial pad, home, speaker, mute, headset, volume, messages, hold, transfer 4-way navigation cluster with center 'select' key</p>
<p>Polycom VVX 400</p> 	<p>A mid-range business handset with a larger, intuitive colour user interface and easy to use line appearances enabling busy office workers to be even more efficient and productive. The handset has unparalleled voice clarity with Polycom® HD Voice, and Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 400 simple to deploy, easy to administer, upgrade, and maintain; reducing deployment and maintenance costs.</p>	<p>Colour 3.5' TFT display (320 x 240) 12 line or speed dial keys HD voice up to 7KHz on speaker, handset or headset 2 x Ethernet 10/100 ports Hard keys: dial pad, home, speaker, mute, headset, volume, messages, hold, transfer 4-way navigation cluster with center 'select' key</p>
<p>Polycom VVX 500</p> 	<p>A high performance business media handset providing point-to-point video calling with the voice clarity of Polycom® HD Voice. It has a simple to use multi-touch and gesture based colour interface, making navigation intuitive and easy. The Polycom Productivity suite syncs your Outlook calendars and meeting reminders to your handset and also includes web browsing functionality.</p>	<p>Colour 3.5' TFT display (320 x 240) Desktop point-to-point video calling Intuitive Polycom Productivity Suite Outlook calendar integration – meeting reminders HD voice up to 7KHz on speaker, handset or headset 2 x Ethernet 10/100/1000 ports</p>

	Description	Features
<p>Polycom IP5000</p> 	<p>Enjoy the same remarkably clear Polycom conference phone experience in a smaller form that's optimised for executive offices and small conference rooms. The IP5000 delivers Polycom HD Voice technology, broad SIP interoperability, and a modern design -- all at an affordable price</p>	<p>Clear and lifelike calls Picks up voice up to 2 meters away Advanced call handling, security and provisioning SIP compatible High resolution display Resists interference from mobile phones and other wireless devices</p>
<p>Polycom IP7000</p> 	<p>The Polycom IP7000 conference phone delivers outstanding performance and robust capabilities for organisations operating on SIP-based VoIP platforms. Ideal for boardrooms, conference rooms, auditoriums and executive offices, the IP7000 is the most advanced and expandable conference phone ever developed.</p>	<p>Strong, robust SIP software Large high resolution display with XHTML microbrowser 6 meter microphone pickup Resists interference from mobile phones and other wireless devices</p>
<p>Yealink T41P</p> 	<p>The stylish, feature-rich T41P entry level business phone is ideal for busy professionals. The clear display and simple navigation enhances productivity. The 10/100 Mb telephone benefits from an intuitive interface, BLF's, HD Voice, 3-way conferencing, hands-free speakerphone, and supports corded or wireless headset and EHS. With simple, flexible and secure provisioning options, the T41P is an ideal and cost-effective entry level IP phone for businesses.</p>	<p>10/100Mb Ethernet 2.7" greyscale graphical backlit LCD HD Voice: HD Codec, HD speaker, HD handset 6 VoIP accounts, BLF/BLA, IPV6 Open VPN</p>

	Description	Features
<p>Yealink T46G</p> 	<p>The T46G is an elegantly designed IP phone for executives and busy professionals. Its large, crystal clear display gives simple navigation through a wealth of productivity enhancing features. The 10 multi-function keys can be programmed to access 3 pages of 9 features and can be used for accounts, BLFs, system functions or simply for speed dials. As well as support for corded and wireless headsets, the T46G also incorporates a USB port allowing Bluetooth headsets to be connected via the Yealink BT40 Bluetooth dongle.</p>	<p>16 VoIP accounts 4" x 3" LCD screen 27 On Screen BLF's 3-party conferencing HD Voice: HD Codec, HD speaker, HD handset, Full duplex speakerphone Dual Port Gigabit Ethernet Open VPN (v2)</p>
<p>Yealink T48G</p> 	<p>The T48G is an elegantly designed IP phone for executives and busy professionals. The large, 7" coloured touchscreen provides rich visual presentation and simple navigation through a wealth of productivity enhancing features. As well as support for corded and wireless headsets, the T48G incorporates a USB port allowing Bluetooth headsets to be connected via the Yealink BT40 Bluetooth dongle. Auto provisioning and manual programming follow the same format as the rest of the Yealink range, making life simpler for installers and technicians.</p>	<p>Dual port Gigabit Ethernet, Power over Ethernet 7" 800 x 480-pixel colour touchscreen with backlight HD Voice: HD Codec, HD speaker, HD handset 16 VoIP accounts, BLF/BLA, IPV6, Open VPN Supports Bluetooth Headsets</p>
<p>Yealink W52P</p> 	<p>The Yealink W52P is a SIP cordless phone that's designed for small business users who are looking for immediate cost savings with flexibility, scalability and e-efficiency. The high-quality TFT colour display provides a clear view from all angles and the high definition speakerphone ensures clear hands-free communication. The W52P supports 4 simultaneous calls per base and offers professional features including intercom, transfer, 3-way conferencing and speed dial.</p>	<p>Up to 5 VoIP accounts and 4 simultaneous calls Cat-iq2.0, HD Voice (G.722), PoE Class 1 Expandable up to 5 DECT cordless handsets 1.8"128x160 TFT colour display 10 hours talk time 100 hours standby time Range up to 50m indoors and 300m outdoors</p>

Expansion modules

We also provide the following expansion modules for our Polycom and Yealink phones:

	Description	Features
<p>Polycom paper expansion module</p> 	<p>The Polycom VVX Expansion Module is an entry level solution for telephone attendants, receptionists and other "power users" who manage multiple simultaneous telephone calls on a daily basis. A simple user interface makes monitoring a large number of contacts and/or management of a high volume of concurrent calls easy. Easy to install with power, signalling and setup provided by the host phone and simple user management through a web-based configuration utility.</p>	<p>40 illuminated bi-colour programmable LED line keys Daisy-chainable for a total of 120 contacts via 3 modules 2 x AUX ports (SPI) for connectivity and power supply from the host phone</p>
<p>Polycom digital expansion module</p> 	<p>The Polycom VVX Colour Expansion Module provides advanced call handling capabilities with a vibrant colour display that simplifies monitoring a large number of contacts and/or management of a high volume of concurrent calls. Easy to install with power, signalling and setup provided by the host phone and simple user management through a web-based configuration utility.</p>	<p>4.3" TFT (480 x 272) LCD screen 28 illuminated bi-colour programmable line keys 3 page view soft keys to access additional contacts 2 x AUX ports (SPI) for connectivity and power supply from the host phone</p>
<p>Yealink T46G/T48G digital expansion module</p> 	<p>Compatible with Yealink's stylish T46 IP telephones, this module has a 160x320 graphic LCD with backlight. 20 physical keys each with a dual-colour LED and the ability to access two page views which provides 40 additional programmable keys that can be used for speed-dialling, BLF/BLA, call forward, transfer, park, pickup, etc. Supporting up to 6 expansion modules for an attendant console application, adding up to 240 additional buttons.</p>	<p>Compatible with stylish T46 SIP telephone 160x320 graphic LCD 20 physical keys each with a dual-colour LED 2 independent control keys are used for fast switch pages Stand with 2 adjustable angles</p>

Technical details

Network requirements

Our Hosted PBX voice service is a 'real time' application that should be prioritised on your network, to ensure a high quality experience for your users. We recommend the following pre-requisites to get the most out of our service.

Through your initial service setup consultation, we will work with you to determine these for each of your sites.

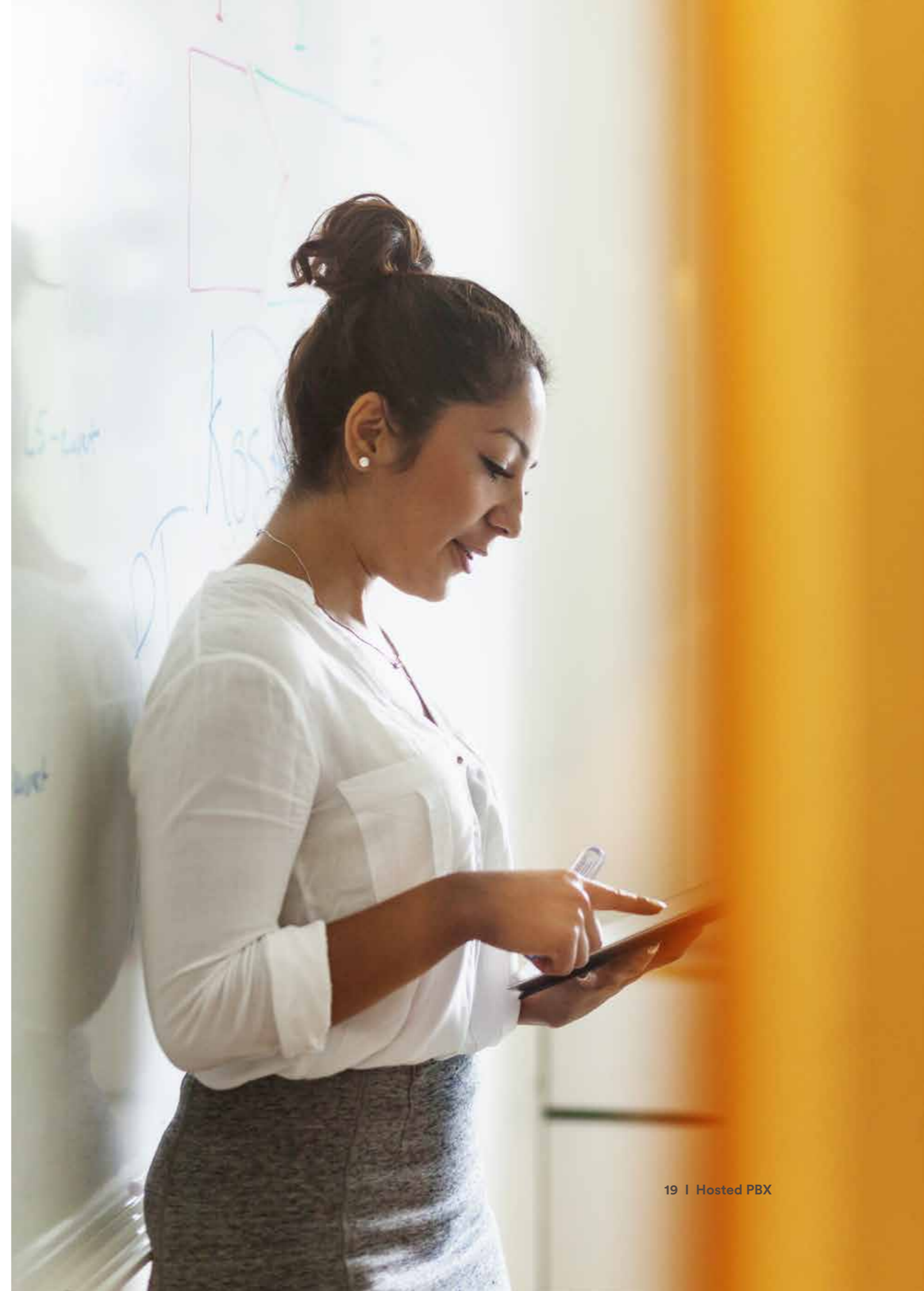
- **Bandwidth** Your network needs to be capable of supporting the bandwidth requirements for both data and the required number of concurrent voice calls. Depending on the codec used, the bandwidth required per call is up to 100Kbps per user, this includes both media and signalling elements.
- **Latency (<80ms)** When considering the end to end delay of voice traffic, you must take into account the delay added by the other processes in the network.
- **Jitter (<30ms)** Jitter controls the regularity in which voice packets arrive. Voice packets should be generated, sent and received at a constant rate, however, certain activity on your network may delay these packets, affecting your call quality.
- **Packet loss (<1%)** Packet loss is a normal phenomenon and can be caused by many different reasons on your network. It can lead to real problems with the quality of your service however, so it's important to know the details of what could cause it to occur, such as call quantity, call patterns, codec types used etc. If you will be running your voice service over the same connectivity solution as your data, QoS measures should be applied to prioritise the voice packets so quality is not affected.

You will also need to make sure you have the following in place

- Suitable connectivity solution
- KCOM supported routers (except wires-only service)
- All necessary LAN cables and Ethernet switches (preferably PoE enabled – optional IP phone PSUs available)

Connectivity type	Guideline requirements
ADSL	Our Hosted PBX service requires a dedicated ADSL line. Download speed >5Mbps (10 users) Upload speed >500Kbps Maximum users 10*
FTTC	Our Hosted PBX service can be run over an FTTC line that's also used for data. Download speed >18Mbps (25 users) Download speed >25Mbps (50 users) Download speed >40Mbps (100 users) Upload speed >one quarter of download speed Maximum users 100*
Leased Line	Our Hosted PBX service can be run over a Leased Line that is less than 70% utilised during voice calls. A maximum of 15% bandwidth should be reserved for Hosted PBX use. Download speed >10Mbps (50 users) Download speed >50Mbps (150 users) Download speed >100Mbps (300 users) Download speed >200Mbps (500 users) Upload speed >one quarter of download speed Maximum users 500*

*This number may be increased based on your customers' user profiles. Please speak to us for more information.



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