



**KCOM**

**SmartComms UC**

**The smart Unified Communications  
solution for your business.**



## What's SmartComms UC?

SmartComms UC is a flexible and customisable Unified Communications system that makes life easier and better for both your users and your customers.

It's tailored to individuals, meaning it meets the needs of your office-based staff, mobile workers and home workers, and it's easy to make changes without the worry of adding or removing physical lines.

And, as a hosted service, it works for you financially as well as operationally.





## Improve customer experience

If your current voice solution doesn't make it easy for you to handle peaks in call activity, it's frustrating for your customers and potentially costly for your business. SmartComms UC helps you deal with call volumes more effectively; route calls to Groups or individuals or use Auto Attendant features to provide messaging to manage customer expectations.

With caller ID displayed on your handset, you can offer a more personalised greeting to your customers, while voicemails delivered to your email inbox mean you'll never miss a message.



## 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.



## Work anytime, anywhere

Working across multiple locations or on the move doesn't have to mean being out of reach. With SmartComms UC, each user has a single DDI number across multiple devices, so you never have to miss another call.

And connecting multiple offices, on-site staff and remote workers under a single system means everyone has access to the same functionality, anytime, anywhere, so business continuity is never a concern.

One phone number, one point of contact, regardless of location, and all for a single monthly per-user licence fee.



## A truly unified experience

Collaboration is the backbone of a successful and sustainable business; move into the world of Unified Communications and improve flexible working across your organisation.

From working on shared documents, instant messaging, video calling and online meetings, SmartComms UC enables your teams to work together from different locations across all their devices, as easily and efficiently as if they were in the same room.



## A service that grows with you

As a fully scalable cloud-based service, moving to SmartComms UC means you're no longer 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've got the connectivity in place, we can easily extend your service to incorporate it. (And if you need a new connectivity infrastructure put in place, we can help there too with our range of Broadband and Leased Line services.)



## Easy to manage, no expertise required

Our intuitive 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's an Internet connection.

Set up call diverts, hunt groups and recorded messages. Customise individual accounts to include specific features, and add or remove licences as your business needs change. Whatever you need to do, you'll be able to get it done without high levels of in-house technical knowhow.



## Proven service quality

SmartComms UC 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 over 35 of the world's leading telecommunications companies.

Operated under ISO standards for Quality Management, Business Continuity and 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 on-premise telephony, a fire, flood or even adverse weather could bring your communications to a halt. With SmartComms UC, all features are contained in the cloud, so 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.

# See how SmartComms UC could work for your business



## 1 Customer services

Caller display lets you give the appropriate greeting to your customers and provide a better experience.

## 2 Office worker

Conference features allow you to set up virtual meetings with customers and suppliers, saving the business money and reducing time spent travelling.

## 3 Warehouse manager

Wireless handsets let you check stock whilst on the phone and stop you being tied to your desk, improving efficiencies on the floor.

## 4 IT manager

We'll configure your phone system to your exact business needs, then, if you need to make any changes, you can make them easily via your online portal.

## 5 Receptionist

With auto-attendant, calls are routed to the relevant team, making you more efficient. The Busy Lamp Field on your handset shows you if people are available to take calls.

## 6 Mobile worker

With Mobile Office, you can make and receive calls on your mobile so you never miss another sales opportunity.

## 7 Home worker

The toolbar feature lets you use your SmartComms UC-enabled phone at home, as easily as if you were in the office.

## 8 Team leader

Detailed call reporting and wallboards show the call activity of your team. Use the statistics to analyse call trends and how well campaigns are performing.

# 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 you with a fully-featured Unified Communications service, we 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 proactively monitor everything to keep your business up and running.

At KCOM, we're dedicated to providing you with an exceptional experience, from beginning to end. Our completely unscripted, UK-based customer and technical service teams 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 SmartComms UC is as safe, secure and seamless as possible.

Where some larger companies aren't able to dedicate resources to a fully personalised service for each of their customers, we'll 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

## Functional user

### Ideal for employees that

- > work mainly from their desk and from one office
- > don't need a voicemail service
- > need the ability to transfer calls to another desk phone or employee

Our Functional user licence is a low cost entry-level option that enables you to transfer calls, put calls on hold and add eight speed-dial numbers.

This package is ideal for those working from a single site in a back office or support function, and who may be part of a hunt group.

## Fixed user

### Ideal for employees that

- > typically work from one site but regularly attend meetings or work away from their desk
- > want the flexibility to work from another location
- > need a voicemail service

Our Fixed user licence comes with a personalised voicemail service, which is accessible from anywhere and delivers messages straight to email.

It also comes with our toolbar, so you can make changes to settings, such as call diverts and forwards, from your desktop computer or mobile device, so you'll never miss a call.

## Mobile user

### Ideal for employees 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
- > This licence includes all Advanced features plus Hot desking guest and Office UC for smartphone

User bolt-ons	Functional	Fixed	Mobile
<b>Voice recording</b> Record and store users' calls in our secure cloud environment. This can be done in realtime, either proactively or reactively, and is fully PCI DSS compliant.	✓	✓	✓
<b>Go Integrator</b> 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.	✓	✓	✓
<b>Receptionist Console</b> 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 be actively monitored at a time.	✓	✓	✓
<b>Busy Lamp Field</b> Enable receptionist users to monitor users' availability status through a series of illuminated lights on optional expansion module hardware that can be attached to their IP phones.		✓	✓
<b>Office UC</b> Promote team-working with collaboration-boosting features like instant messaging, presence, audio/video conferencing and document sharing.		✓	✓
<b>Flexible seating</b> Enable users to log into any desk phone and keep their own number and settings		✓	✓

# Standard site licence

Each of your sites will have the following standard features:

## Standard features

- Account codes
- Authorisation codes
- Auto Attendants
- Call capacity management
- Call director
- Call logging
- Call park
- Call pick up
- Calling plans
- Company contacts
- Configurable extension dialing
- Configurable feature access codes
- Device management
- Group calling line ID
- Group contacts
- Group intercept
- Holiday schedule
- Hunt group
- Music on hold
- My room bridge (conferencing)
- Phone services
- Series completion
- Time schedule
- 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
<b>Auto Attendant (additional)</b>	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.
<b>Call Analytics</b>	SmartComms UC has an optional Call Analytics suite, offering powerful reporting functions, for real time and historic statistics of your business's call handling.
<b>Call Centre ACD (Automatic Call Distribution)</b>	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.
<b>Voice Recording – 180 day and 7 year</b>	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 extended 180 day or 7 year options. This feature is charged monthly per 1GB of voice data used. A site can either have 30 day, 180 day or 7 year call recording allocated to it.



# IP phones

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

## Description

### Polycom VVX 301



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 301 simple to deploy, easy to administer, upgrade, and maintain; reducing deployment and maintenance costs.

- > 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 centre 'select' key

### Polycom VVX 411



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 411 simple to deploy, easy to administer, upgrade, and maintain; reducing deployment and maintenance costs.

- > 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 centre 'select' key

### Polycom VVX 601



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.

- > Colour 4.3 in LCD display (480 x 272)
- > 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

## Description

### Polycom IP5000



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

- > Clear and lifelike calls
- > Picks up voice up to 2 metres away
- > Advanced call handling, security and provisioning
- > SIP compatible
- > High resolution display
- > Resists interference from mobile phones and other wireless devices

### Polycom IP7000



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.

- > Strong, robust SIP software
- > Large high resolution display with XHTML microbrowser
- > 6 metre microphone pickup
- > Resists interference from mobile phones and other wireless devices

### Yealink CP860



The Yealink CP860 IP Conference phone is the perfect choice for any business needing to communicate with dispersed teams, customers, partners and suppliers. Ideal for small and medium-sized conference rooms, the phone can be used for up to 16 people when using the optional expansion microphones

- > Full duplex HD IP Conference Phone
- > Power over Ethernet
- > 3 metre range and 360 degree voice pickup
- > 5 way conference
- > USB call recording
- > PC audio connection
- > Optional expansion microphones

### Yealink T42S



The stylish, feature-rich T42S 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 T42S is an ideal and cost-effective entry level IP phone for businesses.

- > 10/100Mb Ethernet
- > 2.7" greyscale graphical backlit LCD
- > USB port
- > HD Voice: HD Codec, HD speaker, HD handset
- > 6 VoIP accounts, BLF/BLA, IPV6 Open VPN

## Description

### Yealink T46S



The T46S 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 T46S also incorporates a USB port allowing Bluetooth headsets to be connected via the Yealink BT40 Bluetooth dongle.

- > 16 VoIP accounts
- > 4" x 3" LCD screen
- > 27 On Screen BLFs
- > 3-party conferencing
- > HD Voice: HD Codec, HD speaker, HD handset, Full duplex speakerphone
- > Dual Port Gigabit Ethernet Open VPN (v2)

### Yealink T48S



The T48S 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 T48S 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.

- > 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

### Yealink W52P






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 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.

- > 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


## Expansion modules



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

Description	Features
<b>Polycom paper expansion module</b> 	<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> <ul style="list-style-type: none"> <li>&gt; Daisy-chainable for a total of 120 contacts via 3 modules</li> <li>&gt; 2 x AUX ports (SPI) for connectivity and power supply from the host phone</li> <li>&gt; 40 illuminated bi-colour programmable</li> <li>&gt; LED line keys</li> <li>&gt; Compatible with Polycom VVX301</li> </ul>
<b>Polycom digital expansion module</b> 	<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> <ul style="list-style-type: none"> <li>&gt; 4.3" TFT (480 x 272) LCD screen</li> <li>&gt; 28 illuminated bi-colour programmable line keys</li> <li>&gt; 3 page view soft keys to access additional contacts</li> <li>&gt; 2 x AUX ports (SPI) for connectivity and power supply from the host phone</li> <li>&gt; Compatible with Polycom VVX411 and VVX601</li> </ul>
<b>Yealink EXP40 digital expansion module</b> 	<p>Compatible with Yealink's stylish T46 and T48 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> <ul style="list-style-type: none"> <li>&gt; Compatible with stylish T46 and T48 SIP telephones</li> <li>&gt; 160x320 graphic LCD</li> <li>&gt; 20 physical keys each with a dual-colour LED</li> <li>&gt; 2 independent control keys are used for fast switch pages</li> <li>&gt; Stand with 2 adjustable angles</li> </ul>



## Supported headsets

	Description
<p><b>Jabra BIZ 2300 - Mono</b></p> 	<p>Contact centre agents are your brand ambassadors, so give them the tool to sound as clear as your brand. The Jabra Biz 2300 is built to survive in a high-performing contact centre, meaning fewer headset replacements and less downtime for you and your team and lower total cost of ownership.</p> <ul style="list-style-type: none"> <li>&gt; Weighs just 49 grams</li> <li>&gt; Noise-cancelling microphone</li> <li>&gt; Wideband audio</li> <li>&gt; Kevlar reinforced cord</li> <li>&gt; HD Voice</li> <li>&gt; PeakStop™ technology</li> <li>&gt; SafeTone hearing protection</li> <li>&gt; Connects to desk phones</li> <li>&gt; Quick Disconnect connection</li> </ul>
<p><b>Jabra BIZ 2300 - Duo</b></p> 	<p>All-day comfort for agents. Extremely lightweight and unobtrusive design means lowered agent fatigue and more productive calls. Lifelike conversations and higher customer satisfaction require both great, ambient-noise reducing sound in the agent's ears, and a noise-cancelling microphone that also avoids air shocks.</p> <ul style="list-style-type: none"> <li>&gt; Weighs just 68 grams</li> <li>&gt; Noise-cancelling microphone</li> <li>&gt; Wideband audio</li> <li>&gt; Kevlar reinforced cord</li> <li>&gt; HD voice</li> <li>&gt; PeakStop™ technology</li> <li>&gt; SafeTone hearing protection</li> <li>&gt; Connects to desk phones</li> <li>&gt; Quick Disconnect connection</li> </ul>
<p><b>Jabra PRO 920 - Mono</b></p> 	<p>Wireless headset series optimised for use with all leading deskphones and softphones. Some variants enable pairing with mobile devices, deskphones and softphones.</p> <ul style="list-style-type: none"> <li>&gt; Range of up to 120m</li> <li>&gt; Talk time: 8 hours</li> <li>&gt; Standby time: 36 hours</li> <li>&gt; Noise cancelling microphone</li> <li>&gt; Easy to install with voice prompts</li> <li>&gt; Supports 4-way conferencing</li> <li>&gt; Adjusts power consumption intelligently</li> <li>&gt; Dedicated answer/end call buttons</li> </ul>
<p><b>Jabra Pro 920 - Duo</b></p> 	<p>Bring your conversation to the coffee machine, colleague or private room. The Jabra PRO 920 Duo gives you the wireless freedom to walk and talk at up to 120 metres of range (or 100 metres for Bluetooth variants).</p> <ul style="list-style-type: none"> <li>&gt; Range of up to 120m</li> <li>&gt; Talk time: 8 hours</li> <li>&gt; Standby time: 36 hours</li> <li>&gt; Noise cancelling microphone</li> <li>&gt; Easy to install with voice prompts</li> <li>&gt; Supports 4-way conferencing</li> <li>&gt; Binaural Cordless headset for desk phones</li> </ul>

	Description
<p><b>Jabra Motion UC MS Plus</b></p> 	<p>The Jabra Motion series lets you focus on the conversation, not the technology, with intuitive features that adapt to your environment and movement. Connect to all your phones using one headset and transfer calls between phones as you head out the door. Roam for up to 100m and enjoy all-day talk time with exceptional call quality and comfort.</p> <ul style="list-style-type: none"> <li>&gt; Optimised for Microsoft Lync</li> <li>&gt; Up to 100 metres hands-free communication for your VoIP softphone, mobile phone and tablet</li> <li>&gt; USB adapter enables UC integration</li> <li>&gt; Bluetooth connectivity to your mobile phone and tablet</li> </ul>
<p><b>Jabra Speak 510</b></p> 	<p>Turn any conversation into a productive conference call in seconds. An intuitive speakerphone that connects via USB and Bluetooth with crystal clear sound. All the conference call capabilities without the complexity.</p> <ul style="list-style-type: none"> <li>&gt; Bluetooth class 1</li> <li>&gt; 15-hour rechargeable battery</li> <li>&gt; Digital signal processing (dsp) technology</li> <li>&gt; Built-in omni-directional microphone</li> <li>&gt; Built-in 3.5 mm headset port</li> <li>&gt; Jabra link 360 usb adapter (bluetooth class 1)</li> </ul>

# Packages

All packages come with the following options:  
With or without devices, 36 or 60 month term.

## Mobility max

All the mobile licence features. Maximum cost control with unlimited on-net calls. Unlimited\* minutes to UK landlines and UK mobiles. Yealink T42S/ Polycom VVX301.

## Fixed max

All the fixed licence features. Maximum cost control with unlimited on-net calls. Unlimited\* minutes to UK landlines and UK mobiles. Yealink T42S/ Polycom VVX301.

## Mobility light

All the mobile licence features. Unlimited on-net calls 150 minutes to UK landlines and 150 minutes to UK mobiles. Yealink T42S/Polycom VVX301.

## Fixed light

All the fixed licence features. Unlimited on-net calls. 150 minutes to UK landlines and 150 minutes to UK mobiles. Yealink T42S/Polycom VVX301.

## Functional

An entry-level functional capability, includes the functional licence features with unlimited on-net calls, with other calls simply charged at a per minute rate. Yealink T42S/Polycom VVX301

If you have bespoke needs that aren't covered in one of the bundles above, talk to us about tailoring a package to suit your requirements.

\* Subject to KCOM fair usage policy

# Technical details

## Network requirements

Our SmartComms UC 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'll 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'll 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 isn't affected.

You'll 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 Guideline requirements type

<b>ADSL</b>	Our SmartComms UC service requires a dedicated ADSL line. Download speed >5Mbps (10 users) Upload speed >500Kbps Maximum users 10*
<b>FTTC</b>	Our SmartComms UC 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*
<b>Leased Line</b>	Our SmartComms UC 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 SmartComms UC 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 user profiles. Please speak to us for more information.

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