

LINE SERVICES

VOIP LINE SERVICES

Switch Telecom uses VoIP technology to provide telephone service over wired or wireless broadband connection. Our VoIP line services include:

- Standard VoIP Line:** This is a direct line service used in conjunction with a VoIP telephone.
- Business VoIP Trunk:** This is a multi-line service used in conjunction with either a VoIP switchboard, or, a gateway device connected to a traditional switchboard. A single telephone number is provided for inbound service.
- Business VoIP Trunk + DDI:** This is a multi-line service used in conjunction with either a VoIP switchboard, or, a gateway device connected to a traditional switchboard. It includes a range of telephone numbers to facilitate direct dialling towards multiple extensions.

The Business VoIP Trunk service can be provisioned to include from 4 up to 120 channels making it suitable for use in both small and large businesses as well as call centres. It can be upgraded at any time without interruption to service.

Unlike traditional fixed lines, services can be moved from one location to another without requiring a change of telephone number.

SERVICE FEES

The monthly service fee applicable to each of the options is as follows:

- Standard VoIP Line:** R49.00 (R42.98+VAT) per month.
- Business VoIP Trunk:** R100.00 (R87.72+VAT) per month for four channels;
plus R25.00 (R21.93+VAT) per additional channel per month.
- Business VoIP Trunk + DDI:** same as Business VoIP Trunk plus:
R50.00 (R43.86+VAT) per block of 10 consecutive numbers; and/or
R250.00 (R219.30+VAT) per block of 100 consecutive numbers.

Note:

Charges apply to dialled calls in addition to the service fees. There are no installation fees. Service may be cancelled upon 30 days notice. The cost of your broadband connection is for your own account and is NOT included. No more than 10 DDI numbers per channel shall be provided on Trunk + DDI services.

VALUE ADDED SERVICES

HOSTED SWITCHBOARD SERVICE

The Hosted PBX service is a fully managed and customisable switchboard solution. Unlike a traditional switchboard, the switchboard device is located at Switch Telecom's premises and does NOT need to be purchased; instead, only a monthly service fee is charged.

Each extension requires a VoIP-enabled telephone. One of the key advantages is that extensions can be located either within a single office or at various sites. If you want to work from home for a day, simply unplug your phone from the office network, take it home with you, and plug it in at home; your calls will seamlessly follow your phone and you can still transfer calls to/from your colleagues as you would normally. Incoming calls can hunt across extensions in different cities allowing multiple offices to function as one.

The Hosted PBX can grow from 2 to 90 extensions and includes many advanced features like voice mail, call forwarding, automated attendant, time-based conditions, call queues and interactive voice response. No additional charges apply to these advanced features. At a small additional cost, all calls can be recorded and stored for either 30 or 90 days.

Service fee: R250.00 (R219.30+VAT) per ten extensions per month; plus
cost of Business VoIP Trunk or Business VoIP Trunk + DDI (see above).

Optional:

Call Recording (60 days): R150.00 (R131.58+VAT) per ten extensions per month.

Call Recording (120 days): R250.00 (R219.30+VAT) per ten extensions per month.

TELECONFERENCING

Teleconferencing is an essential business tool, yet traditional teleconferencing systems are excessively costly, unintuitive to use, and lacking in productivity features.

Switch Telecom offers a new generation of frustration-free teleconferencing that saves you time and money.

INTERNATIONAL PHONE NUMBERS

Switch Telecom is able to provide its clients with telephone numbers reflecting the area codes of hundreds of cities in 60 countries worldwide. This gives the impression of a local presence in foreign cities and makes it easier for foreign companies to do business with you or for family abroad to call you cheaply. The cost is typically around R100.00 (R87.72+VAT) per month per telephone number, depending on the cities required.