

Hull Telecoms Hosted Voice Service
Service Definition Document
2020/2021

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Why Choose Hull Telecoms

The need for modern communication is changing a fast pace. Older systems are becoming obsolete and there is a requirement for integration into business systems. Hull Telecoms is a next generation Cloud Telephony Specialist with a core focus on customer experience and product development. Ensuring that our customers have the ability to evolve and refresh their communications and IT processes, so they are always fit for purpose and using leading communications technology.

Hull Telecoms product portfolio has been designed specifically to improve business communications as well as offer integration to business systems to provide a seamless experience. Business risks like cyber security and availability are a concern and a phone system or internet connection failure can have a detrimental effect to operations and possible reputational damage. Our research has found that 3/4 SME businesses have inadequate security.

Security and service availability is at the centre of everything we do. Our product development and innovation focuses on how we can improve availability, security and customer experience.

Hosted VoIP from Hull Telecoms

Hull Telecoms Cloud Phone System is a turnkey (Carrier-grade) solution designed to remove the pain points of migrating a telephony system. We take care everything, so that you can get on with your daily business.

No hidden fees, and a simple pricing structure. Hull Telecom's cloud phone system has an extensive range of features that suite all types of businesses. We charge per phone system and NOT per user like the majority of our competitors.

Each customer is provided with a dedicated phone system, management portal and bespoke configuration.

We offer three version of our phone system to suite the requirements of your business:

1. Standard
2. Professional
3. Enterprise

Hull Telecoms Bring Your Own SIP provider service allows customers to connect existing providers/carrier to our product, subject to successful testing during a free trial. This enables you to transition smoothly from an existing supplier without the need to number port from one carrier to another. If you wish to change carrier, we can also assist you with this.

Hull Telecoms Service Features

- Unlimited Extensions
- Import / Export extensions via CSV
- SIP Trunks / Gateway Support
- Call Routing by DID & CID (DDI)
- Extensive Codec Support
- Receive Voice Mail via Email
- Calling Line Identification Presentation (CLIP)
- Call Transfers (blind & Attendant)
- Call Line Identification Restriction (CLIR)
- Call forward on Busy (CFB)

- Call Forward on No Answer (CFU)
- Hold (CW) incl. Custom music on hold
- Intercom / paging
- Call parking / Pickup
- Busy Lamp Field (BLF)
- Real Time System Status
- Easy Backup and Restore
- SBC Connectivity
- Voicemail
- Voicemail Transcription
- Custom FQDN
- Custom SMTP Server
- Office Productivity
- Sennheiser headset integration
- Auto attendant / Digital Receptionist
- Ring Extension & Mobile Simultaneously
- Integrated Fax Server – (central and per user)
- Supported Sip Phone integration
- Manage IP Phones Network Wide
- Automatic Plug and Play phone provisioning
- Apps: web client, IOS, Android, windows , mac
- Audio bridge
- Directory (company a& private phonebook)
- Sync with Office 365
- Call query against DB & CRM
- Hotel PBX features incl. Fidelio certified and Mitel compatible
- Web conferencing Dial-in
- Conferencing (incl. Polls, PDF-share, screen share, Remote assist & Record)
- Call Centre features
- Call logging
- Click 2Call (browser Extension)
- Click2talk
- Click2meet
- Website live chat and talk.

Flexible connectivity Options

The Hull Telecoms Cloud PBX service is network agnostic and will operate effectively on any good quality broadband and 4g mobile data service. Where there is no suitable existing service or specified requirement for a VoIP service to be provided by the same supplier, we can provide competitive cost-effective lease line or broadband service solutions.

Equipment Options

Standard sip phones will be fully operable on the Hull Telecoms Cloud Telephony platform. If you have existing suitable phones, we can re-configure them for use with our system. Our recommended Vendors are Yealink and Snom. The recommended vendors do allow for auto deployment and re-provision via a customer managed portal.

Service Management

Our Secure web portals can be access on any internet capable device including PC, tablet or smart phone. The facilities allow you to manage or delegate access controls to administrators and end users if required.

We provide administrator training at no charge. This is delivered via pre-recorded video.

Systems Integration

Users can enjoy seamless integration between their PC desktop and their extension phone. This is achieved by the installation and configuration of a Browser app on the users' PC. There are two levels of integration available to the user. The first is simple click-to-dial (CTD) from any document, database or web page. The second level allows CTD plus a suite of presence, call control, directory, voicemail and other services. We also offer a Microsoft Teams Direct routing integration as an additional service.

Security of Data and Systems

Hull Telecoms Cloud Telephony systems are hosted in highly secure tier 3 datacentres. All Data is held on our servers in the UK and will not be stored outside the UK under any circumstances.

Hull Telecoms operates a sophisticated fraud and penetration monitoring system. This system operates 24/7 keeping our customers services and their data safe from theft or interference.

Support and Maintenance

Our team of skilled and friendly engineers are available to provide support and assistance on a 24/7 basis. We have a range of tools available to enable you to contact us and raise a support ticket in whichever way suits you best. These include contact by phone, email or via our support web portal. Our normal working hours are 8:30 to 17:30 Monday to Friday. Telephone support is available outside of these hours.

All requests are assessed for their impact on the customer and allocated an appropriate priority. All support and maintenance charges are included in monthly service rentals. There are no additional charges for support levels.

Following any support call that you raise you will be invited to complete an optional satisfaction survey to let us know how you feel about the experience. We use this and other data to help us ensure that what we are doing works and is achieving the correct outcome in the shortest possible time.

Please see the SLA document here for further information:

[Service level agreement Document](#)