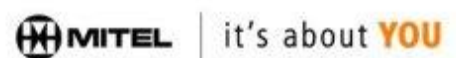




## Emergency Voice Fact Sheet

Sept 07



## digital voice introduction

Started in 2004 at the emergence of VoIP for business Digital Voice IP was one of the first Hosted VoIP Telecommunications providers for small and medium sized businesses.

Unlike many other VoIP providers who offer bespoke software driven VoIP systems, Digital Voice has established strategic partnerships with NTL, Mitel and Britannic Technologies to deliver our clients a superior stand alone Hosted VoIP Business Solution.

Spending over a year developing and testing its Tier 1 carrier standard VoIP Network, Digital Voice is set to become one of the fastest growing Business VoIP providers in the East Midlands. With Offices in Rutland and our Operations site in Cambridge Digital Voice's sole aim is to offer our customers the highest voice quality, system and network reliability, efficiency and cost effective VoIP Communications to its customers with the highest level of technical and customer support.

The concept of routing voice traffic over IP is not new, however unlike traditional VOIP systems you do not need to purchase and install expensive telecommunications equipment and build dedicated networks within your business to enable IP Telephony.

Digital Voice has built and manages a full VoIP Network at our dedicated data centre in Cambridge and all your calls are routed through your IP phone (handset) across a secure Virtual Private Network to our system then routed to your other extensions or externally via our Tier 1 Carrier Grade PSTN Circuit and E1 IP Network to both IP and non IP enabled destinations.

### **DIGITAL VOICE BUSINESS PROFILE:**

- Established 2004
- Customers throughout East Midlands, North West and South East England, US and Australia
- Offices in East Midlands, Cambridge and South East

## what is VoIP?

The term stands for Voice Over Internet Protocol. The technology enables phone calls that were traditionally sent through your phone line to instead go over your existing computer / Internet network thus eliminating many of the operation and call costs of a traditional phone system.

Until recently the quality of voice traffic over the internet was poor and not suitable for business use although home users have been using VoIP for the past 4 years. Now with the rapid developments and the maturity of VoIP technology, IP telephony is now poised to overtake traditional business telephone systems within the next 5 years.

## digital voice IP disaster recovery – Emergency Voice

Based on its successful Hosted Business VoIP packages, Digital Voice has developed a function rich hosted office communications system for disaster recovery scenarios where all the equipment required for a company to re-establish and maintain their communications channels during a DR invocation is delivered, configured and fully supported within hours of a DR event.

Digital Voice has built a stable and reliable VOIP Network with a capacity of 700 concurrent connections (extensions) with multiple E1 IP connectivity and ISDN circuits to ensure un-interrupted high quality voice communications from any broadband or IP connected site in Britain.

Additionally, with our Mobile Broadband Satellite ground station we can establish broadband connectivity virtually anywhere in the country regardless of whether there exists infrastructure or not.



## digital voice IP disaster recovery services (cont')

Our service comprises 2 steps.

1. After invocation, all calls can be routed through our Digital Desk Business Answering service where all inbound calls are answered in the name of the company where crucial recovery, business and product information can be provided to existing and new customers.
2. Digital Voice engineers arrive at the DR site with an agreed number of preconfigured IP handsets ready to use.

In order to ensure a fast and seamless transition for Invocation for your inbound call traffic there are two options the client can choose to have their calls routed through our platform.

We make arrangements with your number provider, e.g. BT, to activate call diversion on each of your incoming numbers on confirmation of Invocation. BT will then divert all designated external numbers into our Business Answering Service and IP platform.

### OR

Digital Voice takes responsibility for the customers lines and external numbers from the customers current provider and on invocation automatically diverts all inbound calls into the Emergency Voice System.

The second option is best as we can initiate the diversion immediately as against BT which can take up to 2 hours. This option does not require you to have access to your site. You simply make a call to us and we initiate the diversions.

With our business answering service as part of a clients schedule, to give you time to relocate staff and get your systems up and running, we can initially have all calls going into Digital Desk, our Business Answering Service, where trained staff take all calls on the clients behalf to offer either information on the DR Invocation, take messages, provide clients customer and product information or provide your staff with instructions on the Invocation and procedures to follow.

Once the clients staff and resources are in place we divert all numbers from the answering service directly into our system and staff then start taking calls. We've found that this helps organisations get all their staff and resources organised without having to worry about who's taking calls.

We do not have a limit on how many numbers you need to divert so it can be 1 or 2 just to cover the invocation or you can every number you currently use for the council diverted to our network.

To minimise disruption to your business, as part of the client configuration process, we will endeavour to emulate as closely as possible your existing call processes including extension numbers, caller, hunt and pickup groups, voice mail, call forwarding configuration and department identifications and extension groups. EG:

- If the client has a sales dept with 4 handsets with ext 120 – 124 and an external DDI we will configure our system to have the same extension numbers and group layout thereby reducing the amount of confusion and user difficulty during DR Invocation.

For the duration of the invocation Digital Voice engineers will be remotely monitoring and supporting all end users requiring technical or user assistance.



Additionally, through the Customer Control Panel end users and administrators can view real-time inbound and out-bound call data to ensure their communications are managed effectively and efficiently.



Our network is built around the highly respected and industry recognised Mitel 3300 IP suite of IP telephony systems which are deployed in some of the largest organisations in the world. Combined with the popular 5212 IP handset, our DR Telecoms solutions can allow a customer to have a fully featured and efficient office phone system ready to use the moment staff arrive at their site



Digital Voice has taken this standard of technology and functionality and developed a solution that can now be used by companies during disaster recovery scenarios quickly and easily without the need for expensive installation and management costs.

## phone functionality

All Digital Voice packages come with a comprehensive list of functions to enable effective and efficient communications for your business recovery

### Included as standard with all digital Voice packages are:

- Speed Dialing
- Call Waiting Pickup / Hold
- Call Pick Up
- Call Transfer (internal and external)\*
- Call Diversion
- Teleconference (internal and external participants)\*
- Hunt Groups
- Pickup Groups
- Speed Function Key support
- Voice Mail
- Remote Extensions (remote / additional offices – UK and International)
- Missed Call alert
- Call History
- Selective Call rejection
- On Hold Pickup
- Caller ID
- Conference Split / Transfer
- Headset compatible (cord and wireless)
- Speakerphone
- Group and Extension speaker Paging
- Auto Answer
- Call Timer Reminder
- Hands Free - Speaker Phone
- Call Back Reminder
- Call Recording
- Music on Hold
- Internal Advisory Messaging
- Follow me call transfer ( transfer from mobile to desk phone without disconnect )
- Auto Attendant ( "Press 1 for accounts" etc )
- Call Queuing
- 0845 / 0870 and geographic number mapping
- Hot Desking



## digital sat – mobile broadband Satellite ground station

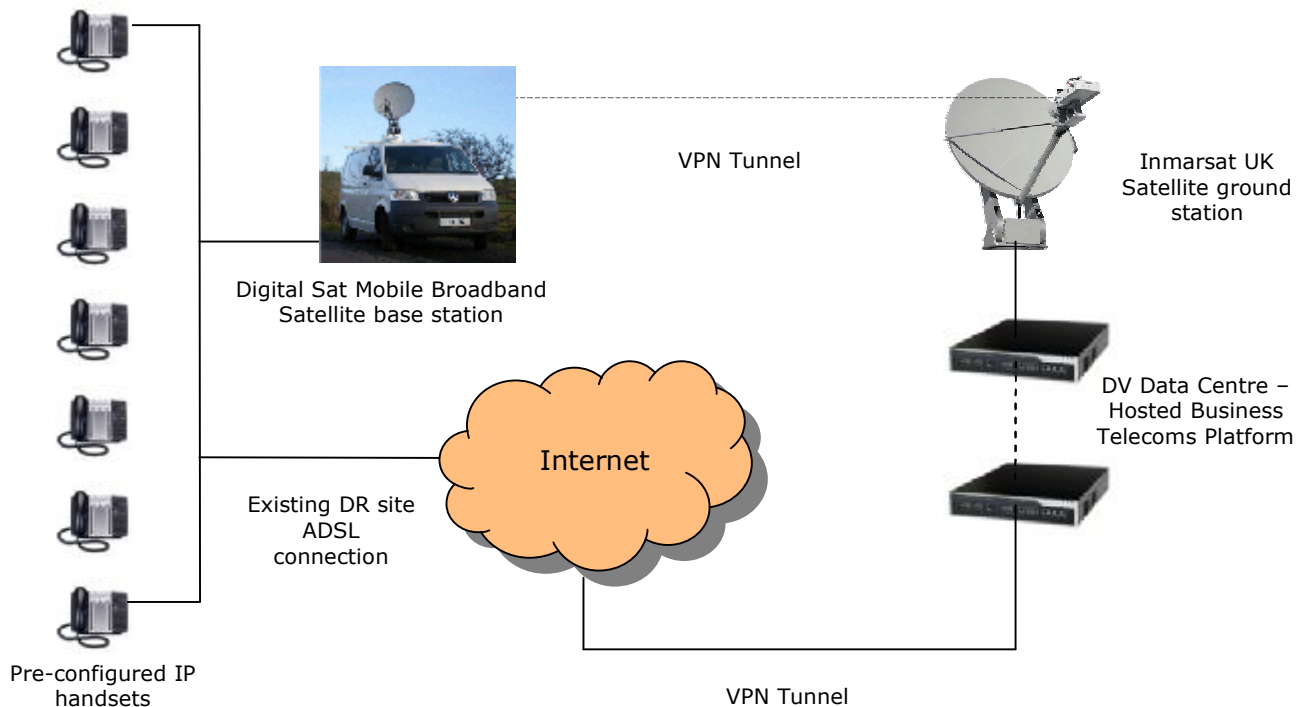
To ensure a truly robust and flexible communications platform Digital Voice can supply a fully integrated and independent broadband satellite ground station for DR recovery sites that do not have existing broadband connectivity. Housed in our custom built satellite ground station van our uplink platform can provide continuous broadband connectivity up to 4mb upstream and 2 mb downstream to allow not only server connectivity but fully support all IP communications requirements.



The Digital Sat – Broadband Satellite Ground Station contains the following:

- Onboard generator backed power supply.
- Full internet access for a network of PC's and servers
- Full support of VoIP communications.
- Firewall protection
- Access filtering
- VPN Support

## digital voice disaster recovery platform



## Invocation Response

Invocation response times are negotiated as part of the contract schedule and are dependent on the clients DR location and requirements. Typically we have an invocation response time of 8 hrs.

During invocation Digital Voice will have a systems engineer on site for up to 6 hours of invocation. If the client requires or requests to have an engineer remain on site for more than this period a Engineer site service fee will be payable. This fee is calculated based on the DR site requirements and duration.

Additionally, in the event of systems issues or fault resolution specific to our services an engineer will attend the client site FOC or resolve technical issues remotely based on the SLA Response times listed below.

During Invocation there are service consumables that are not included in the Disaster Recovery Contract Fee. These include:

- Local, National, International and Mobile Call charges incurred during Invocation
- Bandwidth usage for Satellite services ( if included )
- Fuel for generator backed power ( if required )
- Engineer Service Charge ( if required )

## DR Site Requirements

Where the client has not opted for the Digital Sat satellite service they are expected to have an existing ADSL or DSL connection live and configured at their DR Site ready for Digital Voice to route all IP communications through.

Digital Voice will utilise the clients existing network architecture on site to connect IP handsets to the clients network. If required Digital Voice can supply additional networking hardware ie. Routers, switches, cabling for the connection of additional handsets to the clients network.

## Support Services and SLA

As part of your package with Digital Voice the following Support and Service structure will be available:

### Support

- Support desk access 24 / 7 via the following channels:
  - Phone
  - Email
  - Online support ticketing system via the Customer Control Centre

### SLA

- |                                                                             |                       |
|-----------------------------------------------------------------------------|-----------------------|
| ○ Minor equipment faults with Desk set units and user configuration issues: | 3 hr response         |
| ○ Major system or network faults or Network failure: ( Remote Resolution )  | 1 hr response         |
| ○ Major system or network faults or Network failure: ( Site Attendance )    | 3 hr response         |
| ○ Customers equipment failure e.g. Handset ( Site Attendance )              | 4 hr repair / replace |



## customer control centre

As part of your VoIP package with Digital Voice the customer will also have access to our Customer Control Centre. You will be issued with an account number and password that you will use to access the CCC at <http://www.digitalvoice.co.uk/login.php>.

In the CCC you can:

- log system and equipment faults
- generate real time call traffic data, reports and graphs
- check call statistics for individual extensions
- review invoicing and billing information
- order additional equipment and system upgrades
- download call data and reports in either excel or PDF formats

The screenshot displays the Digital Voice Customer Control Centre (CCC) interface. At the top, there are buttons for 'my account' and 'log out', and the Digital Voice logo. A navigation bar includes links for 'home', 'about us', 'technology', 'products', 'features', 'pricing', 'contact us', and 'services'. The main heading is 'reports > call volume'. On the left, a sidebar menu lists various options: Account Home, My Account Control Panel, View / Edit my Online Profile, Billing, Reports (with sub-items: Call Volume, Call Graphs, Call Statistics), Support, Manuals, FAQ, Upgrade Centre, Terms and Conditions, and Log Out. The main content area shows a 'Download as PDF' button, 'Total time: 7:25:19 (h:mm:ss)' and 'Total costs: £ 11.43'. Below this is a 'Search Records' section with a dropdown for 'Month' (September 2007), a dropdown for 'Field' (Extension), a search input field, and a 'Go' button. A table displays call records with columns for Date, Duration, Extension, Destination, Description, and Cost.

Date ↑ ↓	Duration ↑ ↓	Extension ↑ ↓	Destination ↑ ↓	Description ↓	Cost
2007-09-01 09:41:00	0:00:53	3001	07794653672	Mobile	£ 0.09
2007-09-03 08:43:00	0:01:29	3001	01572722646	Free Local 01	£ 0.00
2007-09-03 08:45:00	0:00:29	3001	07947644121	Mobile	£ 0.05
2007-09-03 11:09:00	0:10:02	3001	01664562888	Free Local 01	£ 0.00
2007-09-03 11:28:00	0:11:24	3001	0061294891500	Australia	£ 0.38
2007-09-03 11:49:00	0:00:47	3001	07713153146	Mobile	£ 0.08

real-time call data through your customer control panel

## summary

Digital Voice is one of the East Midlands fastest growing Business VoIP providers and our aim is to offer businesses the most efficient and cost effective disaster recovery communication packages. Our business is communication and with continuing development of our cutting edge technology our promise is to offer our customers the most reliable Business VoIP solutions backed up with the highest level of customer support.

