Colt Voice Connect

colt smarter / faster / further



Agenda

- Overview
- Comprehensive SLA
- Competitor positioning
- Customer reports
- Service responsibilities
- Benefits



Overview of Colt Voice Connect

- If you use any of these BT circuits:
 - Analogue Business or Residential (including Tele-workers)
 - Digital ISDN2, ISDN 30 (DASS & Q931)
- Colt Voice Connect enables you to benefit from more competitive call and line rental charges
- No need to move lines or change numbers
- Colt can offer a managed service
- Colt give you the Call Detail Records (CDRs) and software for you to create reports, graphs and trend analysis
- Single bill for calls and lines simplifying your administration and reducing costs



Service Level Agreement

Active management and monitoring

- Time to fix on-net faults <2 hrs
- <u>Time to respond</u> off-net:
 - Standard level end of next working day (08.00-17.00 Mon-Sat excl public and bank holidays)
 - Enhanced level max 4 hours 24 x 7 (chargeable service enhancement)

Call handling and support

- Network and service availability (99.95%)
- 24x7, 365 days a year

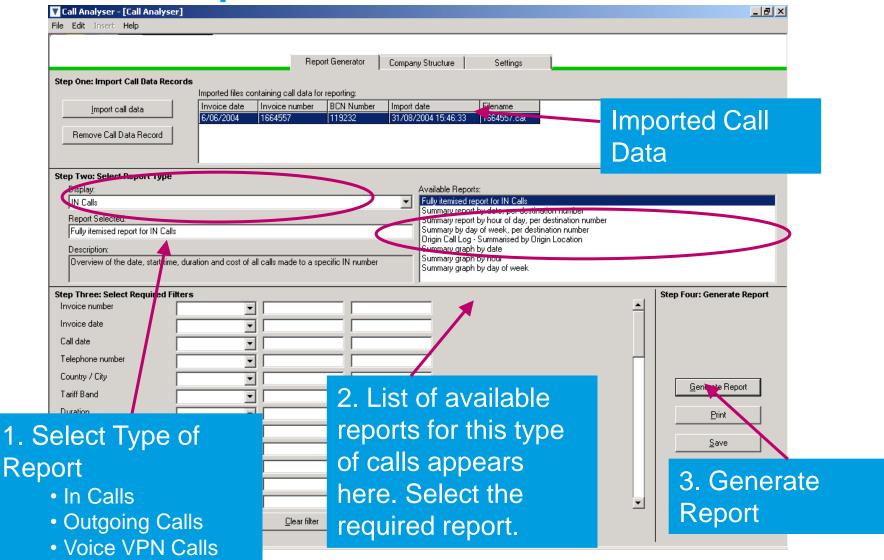


Service Level Agreement (con't)

Line Faults; faults on the line/local BT network; between the premise and the local BT exchange

exchange			
Colt Service Line type	Standard	Plus	Enhanced
	Time to Respond		
Analogue lines	Response by end of next working day	Response within 4 working hours; 08.00-17.00 Monday–Saturday excluding Public and Bank Holidays	Response within 4 hours, 24 hours per day, 365 days per annum
ISDN2 Lines	Response by end of next working day		Response within 4 hours, 24 hours per day, 365 days per annum
ISDN30 Lines		Response within 4 working hours; 08.00-17.00 Monday–Saturday excluding Public and Bank Holidays.	Response within 4 hours, 24 hours per day, 365 days per annum

Customer reports



Service responsibilities

Numbering

Your numbers remain with Openreach – no need to port to the Colt network

Calls

All outbound calls will be routed via Colt CPS network.

All incoming calls are delivered by BT Wholesale and Openreach.

Interface

Once transferred, BT Retail cannot 'see' the line/CLI e.g. '151,' '0800 800 800'

BT Retail Terms & Conditions

Any unexpired contract term with BT Retail will be unaffected by Colt Voice Connect

- BT Retail can charge for unexpired terms
- Transfers will not recognise any unexpired contracts

Incompatible products, e.g. customer premise equipment, revert to a standalone BT Retail contract.



Customer benefits

Value

 Reduce costs and overheads with highly competitive Line Rental and Call charges that are also simple to understand; no call set up charges, no spend commitments and no extra service charges.

Service

- World Class network and service support to suit your needs 365 days, 24x7.
- Optimum level of call quality no use of compression in Colt network.
- Assurance of the industry's best customer care. As a leading business to business communications specialist Colt are able to focus 100% on delivering solutions to your unique commercial challenges. Customer service remains at the centre of everything we do and our dedication has resulted in winning the prestigious World Communication Award 5 years running.



Customer benefits

Simplicity

- Single bill for calls and lines simplifying your administration and reducing costs.
- Single point of contact for: Billing, Customer Service and Faults.
- Single solution for all your sites.
- Seamless transition without any disruption to your business; no need to replace any equipment or change the way you operate. Keep your existing phone numbers and features you currently use.
- Flexible billing options and online billing tools to analyse and manage your traffic profile.
- Clear monthly invoice.
- Short delivery lead times of 16 days (transfer).

