

# 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
- Time to respond 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

Colt Service Line type	Standard	Plus	Enhanced
	Time to Respond		
<b>Analogue lines</b>	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
<b>ISDN2 Lines</b>	Response by end of next working day		Response within 4 hours, 24 hours per day, 365 days per annum
<b>ISDN30 Lines</b>	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



# 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).