

# Cloud Telephony

## Cloud Based Unified Communications Services

### Data sheet

**Unified business communications are essential in providing agile IT solutions, anytime, anywhere computing and communications have finally become a reality. By taking advantage of these collaboration enabling solutions, organisations can boost productivity, streamline business processes and save money. Modern Networks Cloud Telephony is a platform capable of delivering all of these benefits as part of an enterprise class solution, affordable and scalable to customers of all types and sizes.**

The engine of the solution is provided by Cisco's market leading BroadCloud platform; enabling global high availability, rapid provisioning and collaboration in a seamless manner.

Modern Networks Cloud Telephony not only provides customers with excellent levels of technology, flexibility and future proofing, but also delivers cost efficiencies in monthly call charges and line rental.

Due to its scalability, customers can access a comprehensive suite of features and benefits. Being available in two editions, Standard and Premium, our service allows for genuine flexibility when designing the most appropriate solution. The standard edition comes complete with an impressive feature list designed to meet a wide variety of demands. The premium edition provides further enhancements with additional features focusing upon mobility, collaboration and video calling.

Modern Networks recognises that not one size fits all. To allow for absolute flexibility, customers are able to mix and match between standard and premium editions. They can also add extra options to tailor the solution to an individual IT user's needs and so maximise return on investment.

### Features & benefits:

---

- Managed VoIP telephony
- Enterprise class Unified Comms
- Video, IM & softphone features
- Fully supported 24/7
- Low call rates
- Scalable from SME to enterprise
- Call centre functionality available
- Flexible & easy to use telephony
- Consistent user experience
- Collaborative working
- Enhanced productivity
- Reduced capital expenditure
- Budgeted operational expenditure
- Streamlined business processes



## Call charges

Modern Networks operates a single price per minute tariff, there are no connection charges or peak rate fees. Please find below a sample of UK, European and USA call charges based on a 3-year term. Call charges for all other regions are available upon request.

Description	Pence per minute
UK national	0
UK mobile	0.03
Republic of Ireland	0.01
USA	0.006
France	0.009
Germany	0.015
Spain	0.013

Features	Standard	Premium
Direct dial numbers	✓	✓
Voicemail	✓	✓
1 X Hunt group	✓	✓
1 X Auto attendant	✓	✓
Cloud based, highly available	✓	✓
Non-geo numbers available	✓	✓
Call forward	✓	✓
Fax to email	✓	✓
Fixed call rates	✓	✓
Hoteling/hot desking		✓
Softphone		✓
Video calling		✓
Instant messaging		✓
My Room collaboration		✓
Individual conf-call numbers		✓

Additional options	Description
Additional hunt group	Multiple phones instead of a single extension
Call recording	Records calls and stores for 30-days
Call queues	Number of call queues
Call centre functions	Agents/supervisors/wallboards
Conferencing	Conference call numbers