



# Wholesale Voice



Wholesale Voice is our Session Initiation Protocol (SIP) trunking service, designed to lower your business communications costs whilst also making them more synchronised, flexible and reliable.

SIP trunking supports VoIP (Voice over Internet Protocol) between your phone system and the public telephone network. It represents a replacement to traditional telephone or ISDN lines and removes the need for you to purchase costly gateway and desktop equipment associated with using ISDN technology.

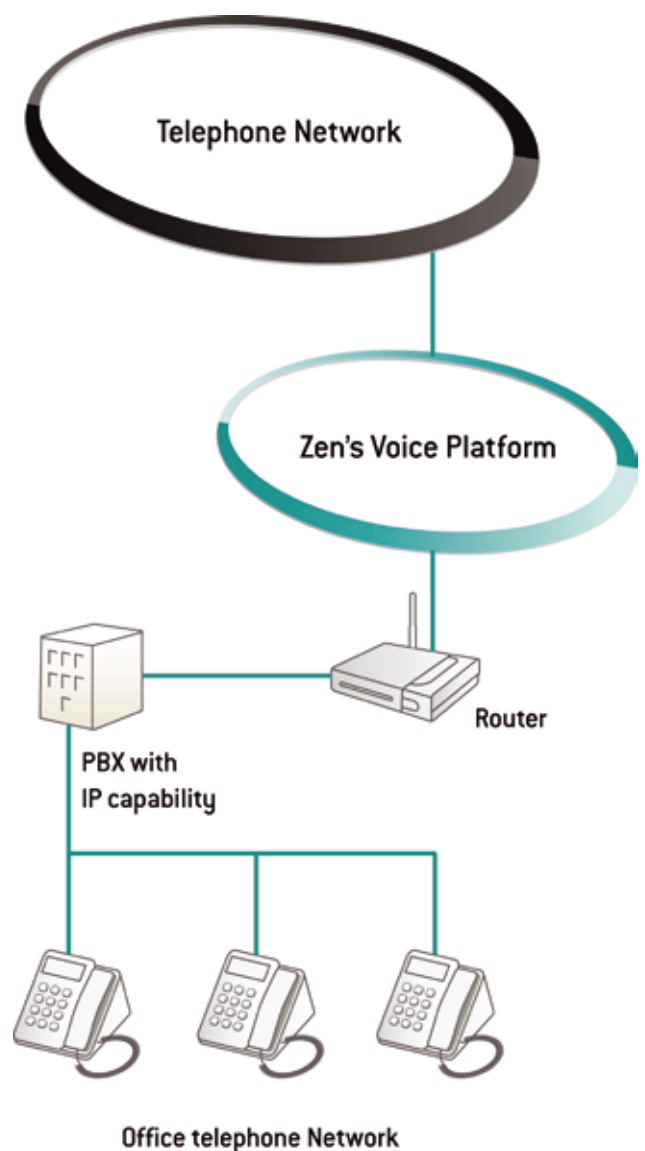
## Practical and flexible cost savings

Wholesale Voice is a practical and attractive solution for any business looking to reduce their communications costs. As the service utilises your existing phone system, it enables you to enjoy the call cost savings associated with VoIP. Line rental and standard call costs are also substantially lower than those associated with traditional voice providers.

Wholesale Voice also offers greater flexibility as your business grows. It can be utilised across multiple sites, enabling you to avoid the local telephone provider's network and make free calls between your different office locations.

Should your business relocate, you can also take the same telephone number with you, and adding more sites can be done at a fraction of the cost and time.

## How Wholesale Voice works



“During 2007, many companies reaped the benefits of replacing legacy telephone lines with SIP Trunking services, 2008 will see an increasing number of companies follow suit.”

TMCnet.com, February 2008

## Features and Benefits

### High cost savings

Calls cost significantly less than over traditional ISDN or PSTN connections. For example, you can make and receive free calls between sites.

### Scalable

As you add more sites to your business, new channels can be added for a fraction of the cost and time it would take to implement an ISDN line.

### Number provisioning

Your telephone is routed to your IP address which can be in any town across the UK.

### Number portability

If you relocate to other offices, you can keep your existing numbers. For example, you can transfer an “0161” Manchester based number to your new office in Edinburgh.

### Number flexibility

Supply overseas offices with portable, UK based numbers, reducing the costs of internal company calls.

### Dedicated broadband circuit for Voice traffic

If you use our recommended broadband circuit, this ensures that data traffic does not interfere with voice traffic.

### Use existing hardware

You don't need a large expenditure to start using the service, as our Wholesale Voice service utilises your existing phone system.

### One month contract

Your contract with us is only on a rolling monthly basis, unlike many other providers who stipulate a 12 month minimum term. This provides you with flexibility and choice and ensures that you remain a customer because you are happy with the service we provide.

#### What you will need to use our SIP trunking service

- Your own PBX with SIP interface
- A credit account with Zen Internet
- An Internet connection (ADSL, SDSL or Leased Line)

## Optional add-ons

We provide two optional add-on services that allow you to tailor your Wholesale Voice solution to your business' exact requirements.

#### Optional add-ons for our SIP trunking service

- Inbound numbers  
We can provide you with new geographic and non geographic numbers. Geographic numbers are available for most UK locations.
- Number Porting  
You can move your existing telephone number to us. Porting a BT number to us will take approximately four to six weeks.

Zen Internet  
Sandbrook Park,  
Sandbrook Way,  
Rochdale OL11 1RY  
Tel: 0845 058 9000  
E-mail: info@zen.co.uk  
Web: www.zen.co.uk

