

Broadband Voice

Broadband Voice from Zen Internet is an easily set-up telephony solution, ideal for anyone looking to lower their communication costs and benefit from a free second, outgoing telephone line.*

With 1,000 inclusive minutes for just £5.10 a month, Broadband Voice gives you this second outgoing telephone line without having to pay for an additional line rental, all delivered over our award-winning Broadband service.

Using VoIP technology, **Broadband Voice** has no installation or activation charges. It's easy to set-up, the service can be provided using an automatic "Plug and Play" configuration process using Zen's recommended Thomson TG784 router or the settings can be entered manually to a compatible VoIP router or VoIP handset.

You can also make calls from your PC this requires a compatible headset and a small software application that can be downloaded free of charge from the Zen Internet web site.

In line with our award-winning Broadband services we have a minimum 1 month contract and unlike most other providers, Zen do not have a minimum call, set up or call connection fee for any calls to a UK landline, mobile or international telephone number.



*Please note, this is an outgoing service only

Features of Broadband Voice

- Easy to set-up and simple to use, service set-up within the hour
- 1,000 anytime minutes to UK landlines (01/02/03/0870 numbers)
- No minimum call, call connection or call set up fees
- Makes outgoing calls over existing Broadband connection
- Minimum 1 month contract in line with Zen's Broadband services
- FREE calls to Zen and other Zen Broadband Voice users
- International calls from only 2.4p per minute
- Monitor your call charges using Zen's Customer Portal

What you will need to connect to Broadband Voice:

- An award-winning Zen Internet connection
- A BT Phone Line for your Broadband Connection and incoming calls
- A Broadband Voice username, password and server details
- A router, voice gateway with touchtone telephone/s or VoIP handset

Our mission is to provide the best ISP service in the UK.

Richard Tang,
Managing Director

That's Zen thinking

Product Guide

Pricing

Broadband Voice offers highly competitive call rates and our aim is to provide a calls package that would see customers save considerable amounts on their phone bill quickly and easily. The package includes 1,000 inclusive minutes to UK landlines (01/02/03/0870 numbers) and low cost call rates to international and mobile telephone number.

Area	Landline Call Charges	Mobile Call Charges
UK Landlines (Local and National)	1,000 minutes inclusive, then 2.4p thereafter	From 14.4p
084, 087, 09 & 118 numbers	8ppm Access Charge plus Service Charge	
North America	From 2.4p	From 2.4p
South America	From 3.6p	From 14.4p
Europe	From 2.4p	From 6p
Asia	From 2.4p	From 2.4p
Africa	From 7.2p	From 9.6p
Oceania	From 2.4p	From 21.6p

Please note that all prices are per minute and include VAT. Prices valid from January 2011

Softphones

A softphone is software application that can allow you to make Broadband Voice calls via a PC or laptop using a microphone. Softphone software can be downloaded from the Internet. You can only make or receive calls using a softphone when your equipment is switched on and connected to a Zen Broadband or equivalent Zen service and is correctly configured with your Broadband Voice username, password and service settings.

When using a softphone you may not be able to use specific services such as those used by Zen that allow us to route your call to the correct department by pressing the correct telephone key.

Note: It is not recommended to make 999 calls from a softphone.

Zen Internet does not provide technical support for any softphone application installed on your equipment.

Alternative hardware options for using Broadband Voice

You don't need to purchase Zen's recommended hardware to be able to take advantage of our broadband voice service as you can also utilise Broadband Voice through:

- Your existing Broadband / Voice router or purchase a router of your choice
- Your existing VoIP handset that supports the SIP protocol or purchase a handset of your choice that connects to your router

Ordering the service:

To order Broadband Voice visit our website at:

www.zen.co.uk/business/voice/voip/broadband-voice-overview.aspx

or call us on **01706 902000**

Once an order is placed the service is operational for you to use within one hour.

Zen Internet

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Zen Internet

Zen Internet, an independent Internet Service Provider (ISP), has been delivering services to business and residential users in the UK since 1995.

Led by founder and Managing Director Richard Tang, Zen's mission is to provide the best ISP service in the UK and is committed to investing in the latest technologies and providing high levels of service, support and reliability

Our Portfolio includes:

- Broadband
- Leased Lines & Ethernet
- IP VPN
- Voice
- Managed Firewalls
- Domain Names
- Web Hosting
- Managed Hosting
- Dedicated Servers
- Colocation
- Data Backup

