

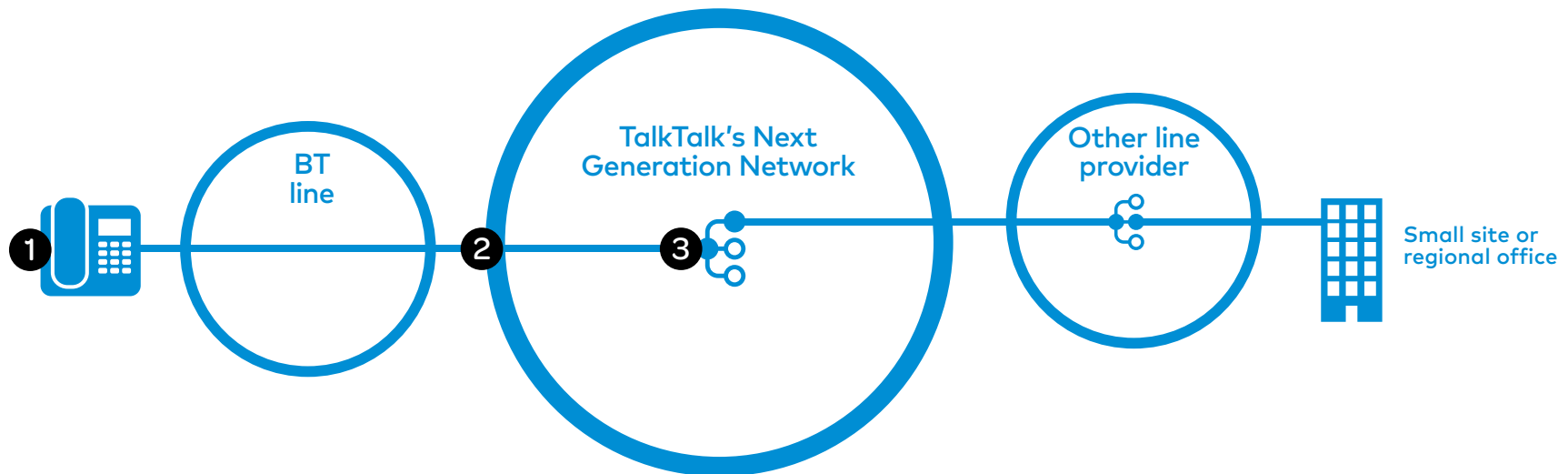
**TalkTalk
Business**

Calls and Lines solutions

**What is
a Calls and Lines
solution?**

**TalkTalk
Business**

How it works



1 Outbound call

(e.g. 0161 222 1234)

TalkTalk Business customer with Calls & Lines service makes outgoing call. Dialed digits transmitted down the phone line to local BT exchange.

2 BT to TalkTalk Business

BT Exchange recognises that the calling party is a TalkTalk Business customer and passes the call to TalkTalk's network where the dialled number is analysed for routing purpose..

3 Routing the call

Once the TalkTalk network has enough information for routing, it passes the call to the terminating parties network provider e.g. TalkTalk, BT, C&W etc or to other carrier which can reach the destination network. The charges for the call are then billed to customers account at the end of the month along with any line rental charges for the customers line.

What is a Calls and Lines solution?

A best-fit competitive solution

Can integrate voice and data

A wide choice including analogue, ISDN2 and ISDN30

SIP Next Generation ISDN30 and Voice over Ethernet

Range of feature options on all line types

New sites can be added and you can easily grow your services



How can it help my business?

The benefits
The organisations it suits
What it does

**TalkTalk
Business**

The benefits

A solution that's the best operational and commercial fit for your business

By integrating voice and data we can help you to lower your overheads

Most services are available on a 12-month contract

Only pay for what you use

Flexible billing options make it easy to spot potential savings

Visibility of call volumes and costs to help you manage them effectively

A collaborative approach to help you make the most of your solutions

A Business Grade service ensures business continuity

The organisations it suits

TalkTalk Business' Calls and Lines solutions are ideal for larger businesses that want a best-fit solution that's future-proofed to evolve with their organisation.

For growing businesses Calls and Lines solutions give you the assurance that you can add new sites and services. Our Next Generation Network has over 93% coverage, plus multiple points of interconnect with other networks.



What they can do

Traditional analogue

ISDN2

ISDN30

SIP-based Next Generation ISDN30

Voice over Ethernet

What they can do

A range of features, including call divert and call barring are available on all line types.

Assurance Services are ideal for business - critical sites and we offer varying levels of added resilience.

By integrating voice and data we can help you lower your overheads, while delivering reliable, optimised technology to meet new workforce dynamics.

Business Grade delivery

Our Next Generation Network has the scale and reach to be able to support all your telephony needs

Delivers economy of scale savings

We cover 100% of the UK, with over 93% across our own network, and the remainder through multiple points of interconnect with other carriers

Delivers reliability and resilience so you can maintain service to maximise uptime and productivity



Service and support

600-strong UK based team provide specialist support

We'll give you the advice and support to keep things running smoothly and reduce downtime for your business

Our team will respond in accordance with rigorous SLAs, ensuring response time and giving you the assurance of performance standards

Fully managed service offers both telephone and online contact making tasks such as billing and configuration simple

Migrating to our calls and lines service is seamless and we will manage the entire transfer
