

# Save up to 60% on your business calls

# Cristal Vox

A complete corporate voice solution that finally offers an infrastructure alternative.

- A genuine alternative to Telkom
- Save up to 60% on your telecoms bill
- Get rebates on inbound calls to offset call charges
- Extensive reporting
- Interconnect agreements with all major fixed-line and mobile operator.
- 24/7/365 support available.
- Caller Line Identity (CLI)
- Comprehensive SLA
- No subscription fees per network or minimum billing
- Extensive national footprint with PoPs across the country

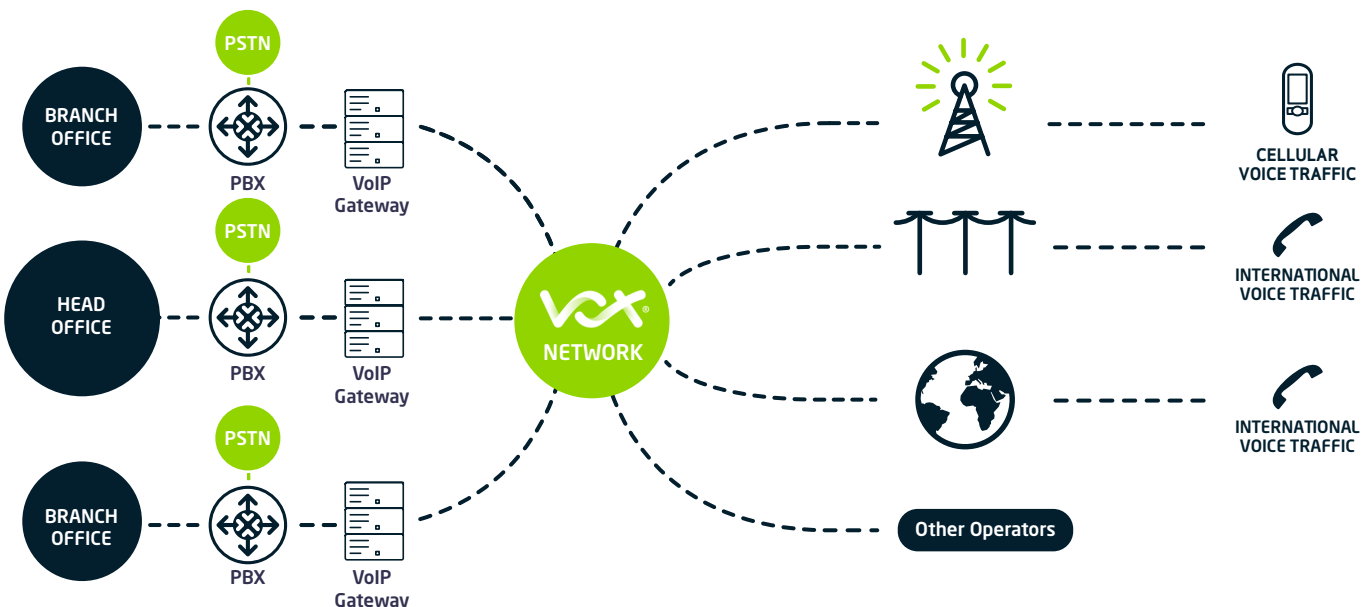
## Product overview

Cristal Vox is a completed corporate voice solution from Vox. Offering a comprehensive range of outbound and inbound voice services at highly competitive rates, Cristal Vox is bundles with a geographic number and offers a unique rebate structure. To eliminate the need to deal with multiple providers, customers have the option to port their number to Vox or request a Vox geographic/non-geographic for those without a number. Cristal Vox is a genuine alternative to traditional infrastructure options, which means that customers finally have a choice in terms of their primary infrastructure. Vox can now deliver all inbound voice traffic, totally eliminating the need to deal with other providers. This translates to one point of contact, one bill, quicker turnaround times and, ultimately, better service.

Cristal Vox is also compatible with Vox uncapped calling plans. In terms of outbound call savings, Vox's interconnect agreements with other large network operators ensure that calls are always routed in the most cost-effective way. Cristal Vox offers lower absolute rates and billing options that are customised to your business environment.

Cristal Vox also offers a unique inbound rebate structure. You receive a share of the revenue from inbound voice traffic, further helping to reduce overall telecommunication costs. Interconnect savings are passed directly to you, and when coupled with lower outbound rates and rebates, your business can save up to 60% of its total telecoms bill.

## How it works



## Features and benefits

- Employs a number of different last mile options, including uncontended Diginet, Vox Fibre and Vox Wireless
- Reduced rates resulting in varied savings percentages, compared to current standard Telkom rates
- Routing of all traffic types (cellular, local, regional, national, international, Vox On-net and inbound)
- The porting of existing Telkom number ranges to the Vox network is project managed in its entirety by the Vox team to ensure a seamless process
- Presentation of Caller Line Identity (CLI)
- No GSM bandwidth restrictions
- No SIM-related subscription charges payable in advance.
- No SIM-related "bundled minutes" requiring utilisation management
- A comprehensive Service Level Agreement (SLA), with guaranteed response times across the country
- Vox deploys a large contingent of field engineers and operated service offices in multiple locations across SA
- A revenue share on Cristal Vox inbound calls.
- Voice gateways, which are able to connect directly to the PBX's trunk ports or act as a traffic aggregator across PSTN lines
- Cristal Vox also facilitates SIP connectivity directly to compatible PBXs
- The provision of international best practice customer premises equipment (CPE) – tested and certified by our PBX partners
- Call quality on the Vox Telecom IP network is measured in terms of the mean opinion score (MOS) rating system, which scores quality from 1–5 with 3.5–4.0 deemed toll quality
- Vox Telecom's calls will maintain a MOS score of approximately 3.8 and any less score is an indicator of fault resolution required
- Vox Telecom facilitates both the G729a, G711 and G722(HD) codecs

### IP quality:

- Availability: >99.7%
- Latency: <50ms National
- Jitter: Max 1.5ms
- Packet Loss Max 1%

## Vox voice network

All of Vox's voice solutions run on a carrier-class MPLS network, with full Quality of Service (QoS).

### International network

All international traffic is routed to two redundant Points of Presence (PoPs) in London. Vox makes use of multiple undersea cable systems in order to ensure full redundancy to and from all local PoPs into London.

### National network

All of Vox's PoPs in South Africa are connected via a fibre backbone and have full redundancy from an uptime and power perspective.

## Why choose Vox

### Includes

- **Installation**  
Vox will project manage the installation to ensure a smooth delivery of all components
- **Maintenance**  
Vox will maintain the Cristal Vox installation and will proactively monitor all equipment and last mile access, ensuring optimal response times

### Additional Voice Services

- **PBX**  
Hosted or onsite telephony
- **Vox Supafone**  
Handset and gateway for small business branches
- **Call Manager (TMS)**  
Comprehensive telephone management system
- Uncapped Voice services

### About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

**For more information on complementary or alternative products visit us at [vox.co.za](http://vox.co.za)**

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