



Cristal Vox

A complete corporate voice solution that finally offers an infrastructure alternative

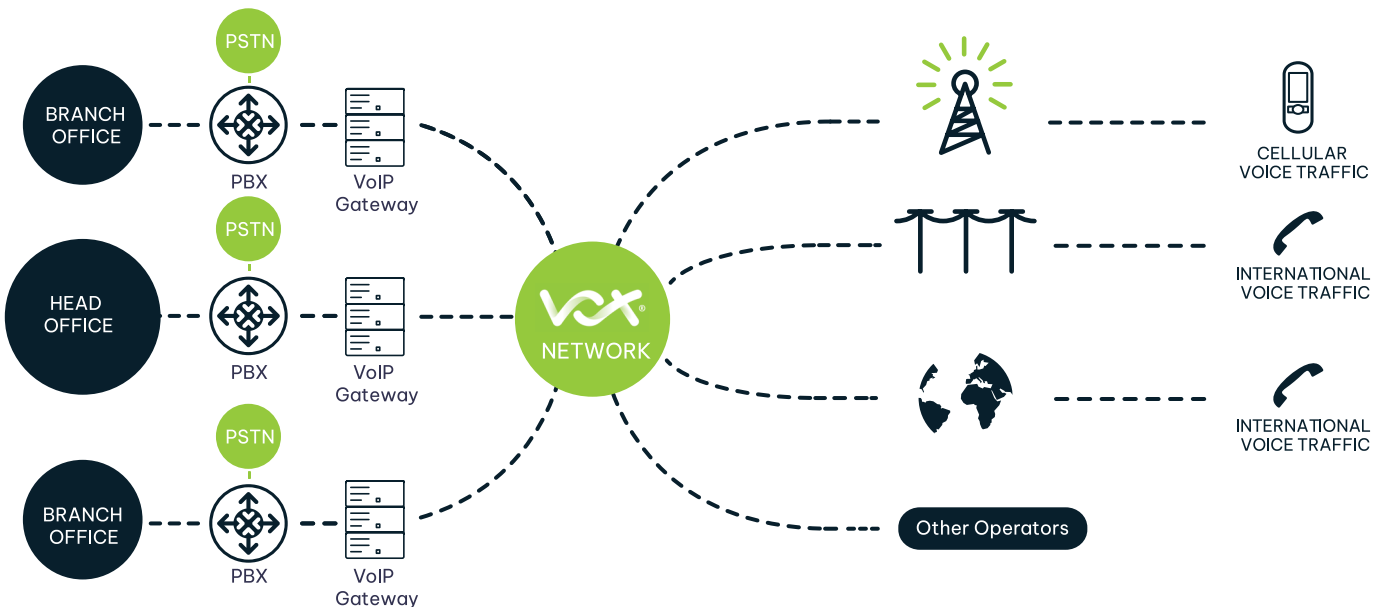
- A genuine alternative to Telkom
- Save up to 60% on your telecom bill
- Comprehensive SLA
- Extensive reporting
- Interconnect agreements with all major fixed-line and mobile operators
- 24/7/365 support available
- No subscription fees per network or minimum billing
- Caller Line Identity (CLI)
-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

PRODUCT OVERVIEW

Cristal Vox is a complete corporate voice solution from Vox, offering a comprehensive range of outbound and inbound voice services at highly competitive rates. Cristal Vox is bundled with a geographic number, to eliminate the need to deal with multiple providers. Customers have the option to port their number to Vox, or request a Vox geographic/nongeographic option 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.

HOW IT WORKS



MAIN FEATURES AND BENEFITS

- Employs a number of different last mile options, including uncontented 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)
- Porting of existing Telkom number ranges to Vox's network is project managed in its entirety by the Vox team to ensure a seamless process
- Presentation of Caller Line Identity (CLI)
- A comprehensive Service Level Agreement (SLA), with guaranteed response times across the country
- Vox deploys a large contingent of field engineers and operates service offices in multiple locations across SA
- Voice gateways are able to connect directly to the PBX 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's calls will maintain an MOS score of approximately 3.8 and any score lower than this is an indicator of fault resolution required
- Vox Telecom facilitates Multiple Codecs G729a, G711 and G722(HD)

VOX VOICE NETWORK

All of Vox's voice solutions run on a carrier-class 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

For more information on complementary or alternative products, visit us at vox.co.za

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