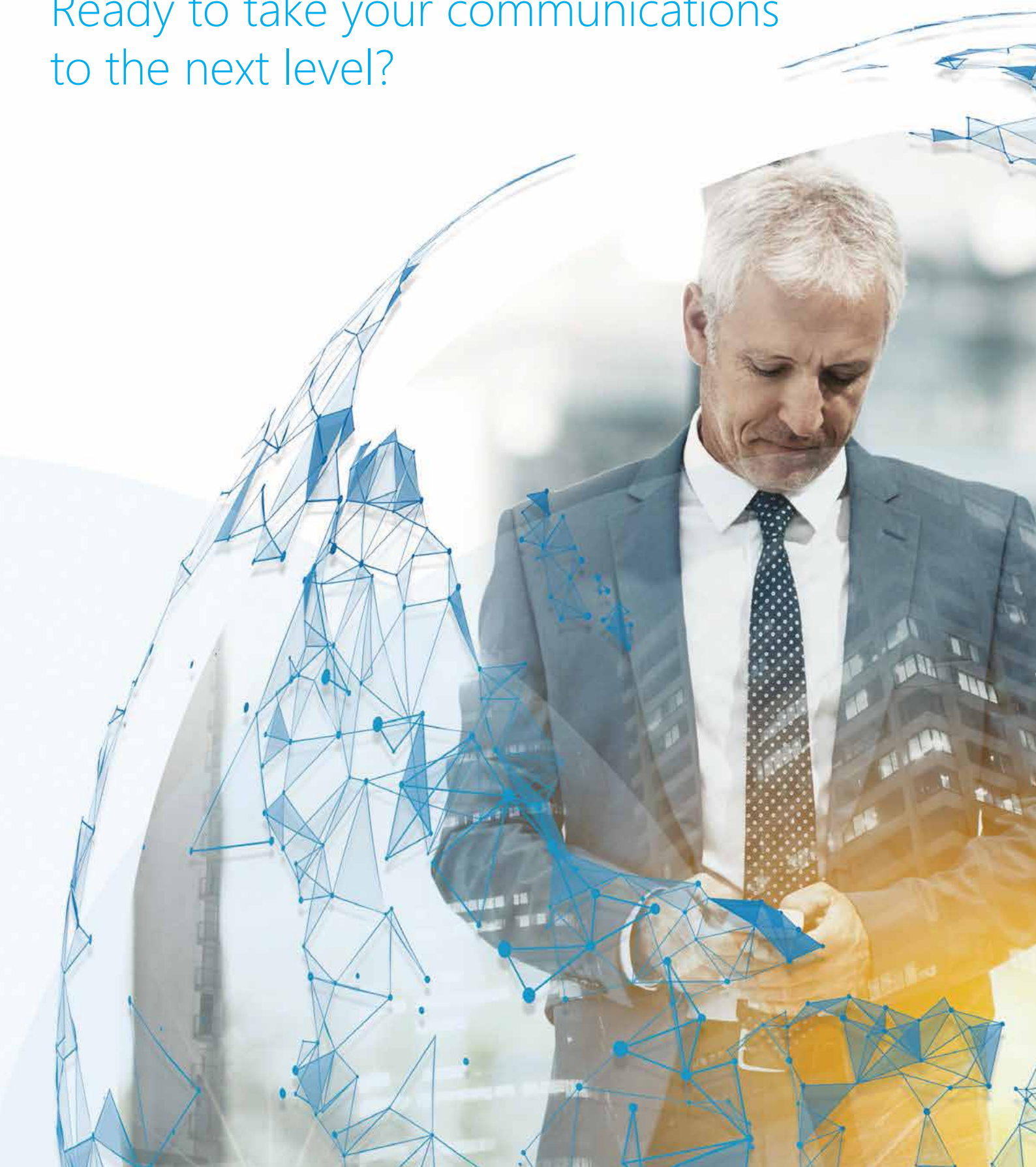




Ready to take your communications
to the next level?



Introduction to Modern Telecom

Modern Telecom was formed in late 1999 and we have a wealth of experience within the telecoms, data network and the internet connectivity sectors.

We have been providing solutions for landlines, internet, wi-fi, mobiles and network cabling installations for over 20 years to SME's, councils, schools, estate agents and multi-national companies to name a few.

We operate with complete transparency, flexible terms with customer service being our priority.

We really dislike long term contracts, our belief is that if we provide a good service, our clients will stick with us - we don't need long term contracts to keep customers with us, in fact our very first customer back in 1999 is still a valued client today.

This brochure offers an insight to some of the products and services that we supply and manage in this fast ever-changing world of communications.

We live in a volatile economic climate with continual changes in the USD-GBP and Euro-GBP which means equipment prices are forever changing depending on the rate of exchange, but one thing is sure, our level of service and customer support remains unchanged as we strive to offer the best level of customer care, transparency and flexibility without long term contracts.

our products and services

You will find just a few key highlights of our products and services

Hosted PBX system - pages 4-9

Communications on the move - page 6

DECT cordless solutions - page 9

Internet connectivity - page 10

Mobile SIM cards - page 11

Wi-fi - page 12





hunt groups and queues

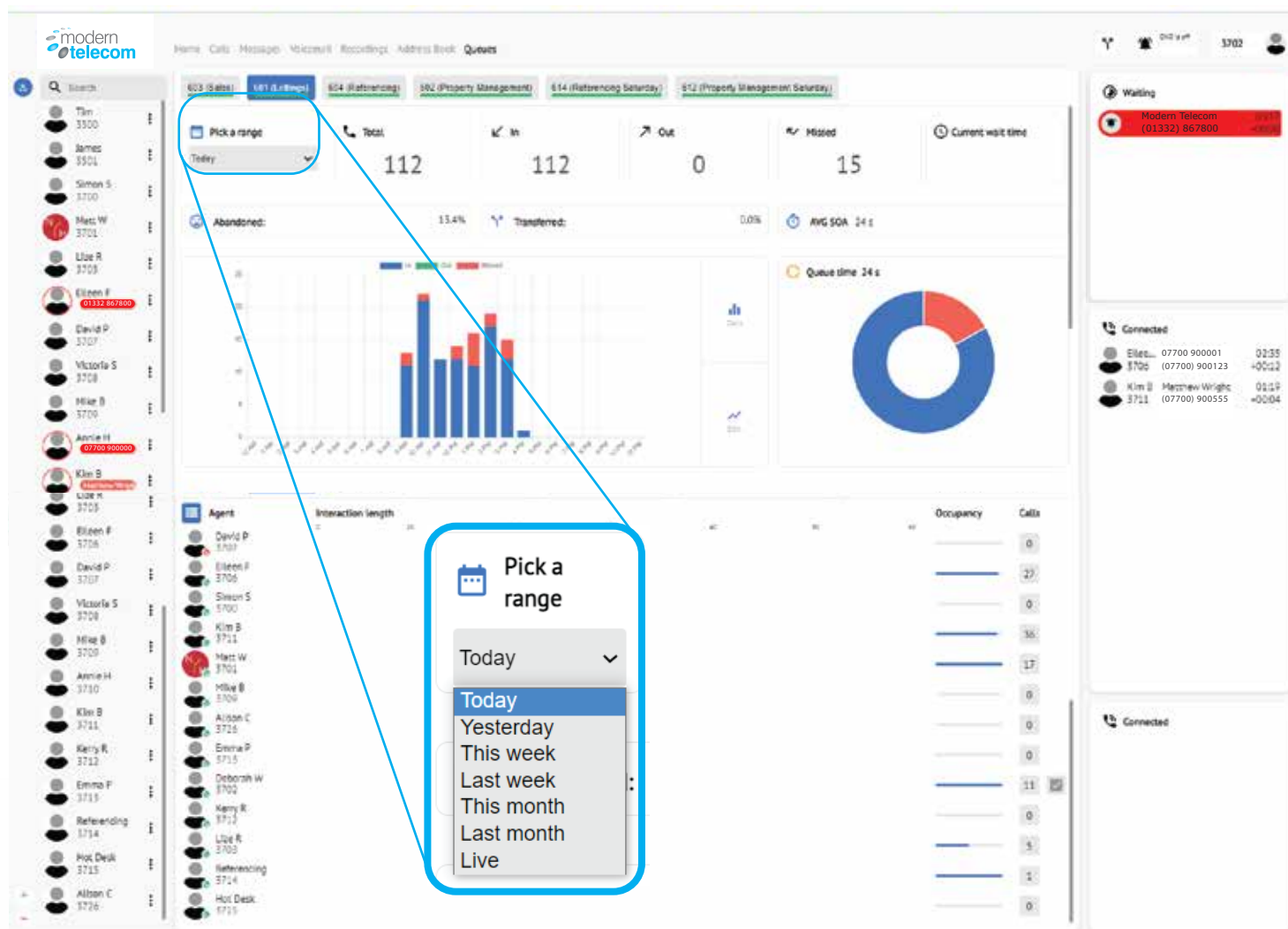
From simple ring groups to advanced call queues, Modern Telecoms Hosted PBX provides all the information you need through a simple web interface.

With its powerful user interface showing live and historic information, busy times, top performing and underperforming users can be easily identified

Visibility of users are busy on calls and the number and name (if name matched in the directory) of the person they are talking to. (This feature can be disabled for users also)

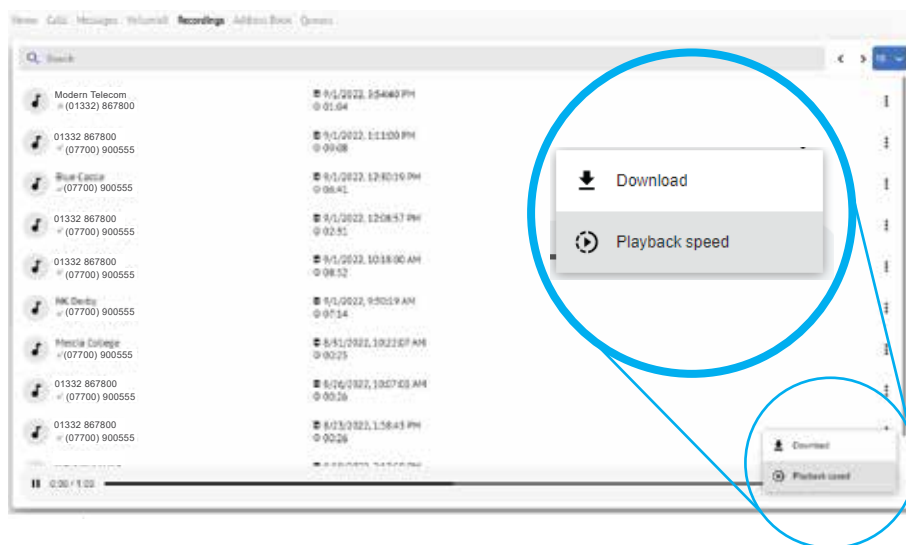
The web interface shows calls waiting in the group and how long they have been waiting for.

Callers can be informed of their position in the queue, average wait time, request a call back or break-out at any time to leave a voicemail message.



call recording

30-days call recording is included at no extra cost on all our hosted PBX systems, users can playback calls, select playback speed and download calls. Additional call recording storage is available.



click to dial from the PC

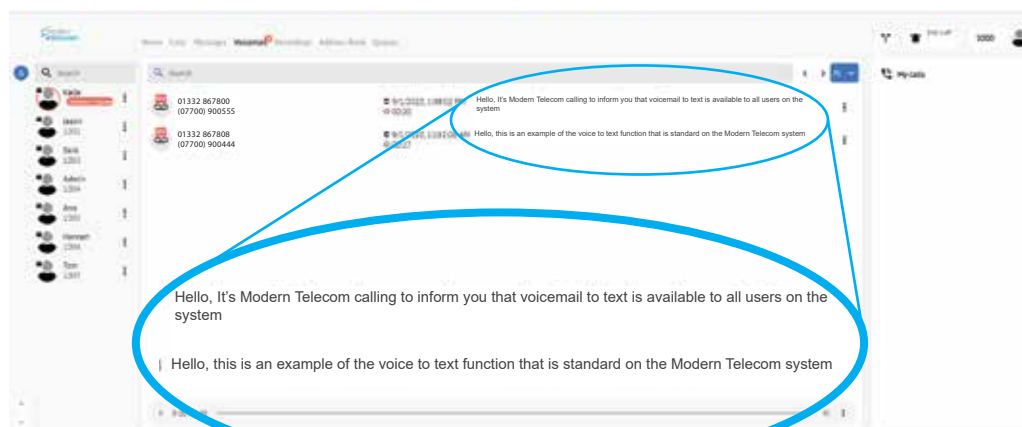
Download and install the click to dial app and simply right click on a phone number to dial from the desk phone or softphone.



voicemail

Personal and group voicemails are available through the web interface as well as traditionally via the handset.

Voicemail to email is standard, and our systems also feature a voice to text function which displays the voice message as written text both in the web interface and on users mobile apps.



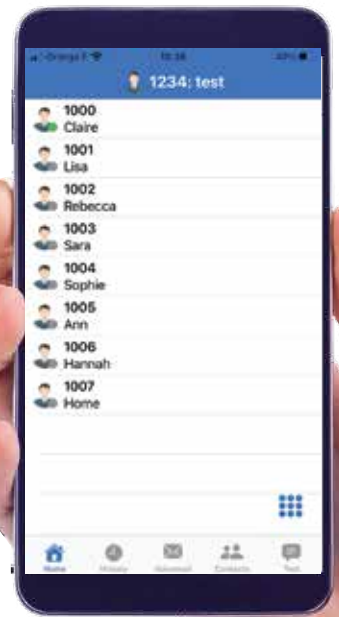
mobile app and web softphone

The mobile app does much more than just making and taking calls as if you were in the office.

From the app you can turn on and off the desk phone ringer, log the app in and out to take calls, make calls from the office number and transfer calls to other users.



The app shows:
user status - busy or available
text messages
voicemail with voice to text
address book of the PBX



want to stay effortlessly connected while you're on the move?

The PC softphone is built into the web interface, connect a headset or use the microphone and speakers of your iPad, laptop, notebook or PC for a fully functioning mobile device



unlimited calls

Inclusive calls to landline (01,02 & 03) numbers and UK mobiles (07) numbers.
Calls to non-geographic (08xx) numbers, Channel Islands mobile and personal numbering (070) not included in the inclusive minutes.
Low-cost call rates for International and out of bundle minutes

inclusive features and pricing

All of our features are included for no additional cost.
Unlike other hosted systems which charge extra for voicemail, hunt groups or additional numbers, these are all included.
30-days call recording is included for no extra charge also.

multiple devices

Each user can have a deskphone, mobile app and PC softphone, unlike many other systems we also allow additional devices to be connected, for example a cordless may be required in addition to the deskphone for true flexibility.

easy pricing

With our simple cost per user pricing structure, you can be sure that regardless of how many calls you make, or features you use, the price will be the same each month.

Our pricing can also be flexible for certain niche markets, such as schools and hotels, for example; a school may have 30 users, but 20 of those will rarely ever use the phone, this is where our Hosted PBX system can have an advantage, because the system offers classroom extensions, hotel room extensions, app only and residential extensions in addition to the regular extension, we can offer truly flexible pricing for certain industries/markets.

1-10,000 users

Enterprise level features are now available to the one-man-band.
A system scalable and professional. Whether you are simply diverting a number to a mobile or have 1,000 users spread across multiple sites, we can offer a flexible solution for your requirements.

choose from a wide selection
of devices



or bring over your existing handsets



powerful solutions that help you in your business



CRM integration

Integration of the telephone system to your favourite CRM systems.

Integration into
SME Professional
Salesforce
Zoho
SugarCRM
with many more being added



Reporting

In customer service and sales environments it is important for calls to be routed correctly, and accurate call logs and statistics are essential.

This information is available to every user through the web interface, with the call queues tab acting like a wall board with its live data stream.



For all industries

Our hosted system is so flexible, it can easily be tailored for almost any industry, such as;

- schools - classroom extensions
- hotels & hospitality - room clean and integration
- estate agents - integration to SME Professional
- call centres, service and support desks - call back functions, place in queue, wait time...
- even a humble basic house phone!



DECT mobile coverage

Multi-cell DECT cordless systems can cover huge areas both indoors and outdoors.

Ideal for Factories, warehouses, car showrooms and any other large areas where communications is vital.



internet connectivity

Modern Telecom has a wide range of internet connectivity services within its portfolio. No matter the size of business or its location, we can offer connectivity to suit your needs, all from Tier 1 suppliers.

Leased lines - uncontended connectivity usually with 4-hour SLA
100mb up to 10gb connections

FibreLite, high speed full fibre - same upload/download speeds
100/100mb 500/500mb & 1gb/1gb

FTTP - Full fibre broadband
40/10, 80/20, 115/20, 160/30, 220/30, 330/50,
550/75mb & 1gb/115mb

G.FAST - fibre to cabinet
160/30mb
330/50mb

FTTC - fibre to cabinet
40/10mb & 80/20mb

SOGEA - G.FAST/FTTC without the dial tone

Mobile Data SIMs - 4g & 5g Data



phone and data SIM

Mobile SIM only 3-month followed by 30-day contracts on o2 and Vodafone, 12-month on EE.
It's never been easier to move your number to one of our flexible packages.

Our easy-to-understand billing shows how much data you use each month, so that you can ensure you are never paying too much by being on the wrong tariff.



vodafone & o2 billed under one invoice

Because we purchase wholesale from the networks we can offer more competitive pricing and flexible terms. This allows us to switch between o2 and vodafone networks as well as changing tariffs.

Unlimited texts and inclusive minutes, and a variety of data allowances ranging from 5gb to unlimited makes choosing the correct tariff easy





Wi-Fi

Wi-Fi Design & Installation

We can cover large areas indoors and outdoors, such as main dealer car showrooms and forecourts, care homes, schools, offices, shops, industrial units and more.

Careful design and cell tuning ensures seamless handover for roaming devices, such as tablets or wi-fi telephony, whilst high density areas such as meeting rooms or classrooms are well catered for.

Guest networks with guest VLANs and high security keeps your network safe.

Traditional 2.4g & 5g support as well as wi-fi-6 which has 29% increase in speed and 2x coverage distance of traditional wi-fi setups.



www.moderntelecom.co.uk



Talk to Modern Telecom today.

For more information on our products and services, or for a discussion about your communications requirements, please get in touch using the details below.

We reserve the right to make reasonable changes to models, dimensions and colours, as well as to make modifications that bring our products in line with state-of-the-art technology and production.

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