

BROADBAND INTERNET SERVICES

We have invested a considerable amount in our telecoms/IT infrastructure over the last few years to bring you flexible, high quality professional services to allow the super-fast download/upload speeds. (Symmetrical 1:1 bandwidth)

Our Business Centres have 1Gb circuits to ensure you get lightning fast internet and our robust back-up circuits safeguard your business so you don't have to worry about staying connected.

SHARED BANDWIDTH - INCLUSIVE OFFER

Our business centres now offer a high quality shared internet service **FREE** of charge. To ensure a good quality shared connection we do our best to ensure that the bandwidth is divided/shared by as few users as possible. For heavy users we recommend a dedicated line to ensure you get the best speeds.

DEDICATED BANDWIDTH

Dedicated bandwidth is equivalent to having your own leased line with **no install cost** and **no minimum term**.* Dedicated connectivity differs to shared line connectivity in that **your speed is not impacted by other users**, so it is considerably more desirable for business use. Typically home speeds are quoted at high speeds (20 Mb and higher in some cases) but this bandwidth is shared over **ALL** the users on that connection, and as such is slower than you may expect. Also unlike home broadband our underlying connection has an uptime guarantee with a fixed Service Level Agreement to ensure any outage is kept to a minimum.

With a dedicated line you can rely on excellent bandwidth and a high-speed connection. This is because the bandwidth you use is yours alone – it is not shared by other users, as happens with other broadband suppliers.

> Upgrade within 24hrs*

Bandwidth	10 Mb	20 Mb	30 Mb	50 Mb	100 Mb
Monthly Cost	£150.00	£275.00	£400.00	£650.00	£1,200.00

SET UP / CONFIGURATION

Dedicated	Set Up Fee = £100.00
Public IP Address	£10 per month

All prices above are excluding VAT

* May vary subject to bandwidth required

STANDARD OFFICE SET UP & LINE FEATURES

- > 1 VoIP handset per office with DDI number
- > Call Waiting
- > 3-way Conferencing
- > On-hold and transfer (both attended and blind)
- > Pick up groups to enable answering of other ringing phones
- > Free calls to others on same phone system
- > Setting of CLI to withheld or to any other number with proof of ownership
- > Four-line backlit B/W display
- > Web portal access to track/activate services & call costs
- > Wideband HD audio & Speakerphone
- > Voicemail – including voicemail to email function
- > FREE UK landline calls to 01/02/03 numbers*



ADD-ON SERVICES/FEATURES AVAILABLE

	MONTHLY COST
Additional Handset Includes DDI number, voicemail and FREE UK Landline calls*	£15 per handset
Special Line Features Please see full feature list below	£5 per month each
Upgraded Feature Handsets Including mini switchboard / conference phone (where available)	£ POA
Analogue Line Installation PDQ, Franking Machine, etc...	£100 – One off cost
Analogue Line Rental Minimum 12 month contract	£15 per month
Configuration Changes	£5 per change

*Subject to a fair usage policy

CALL PACKAGES

Our call packages allow you to pre-purchase a quantity of minutes to set destinations per extension at a much lower price than our standard tariff. These prices could be as low as 3p per min for UK mobile and 5p per min for certain international mobiles.

Please click the following link for full details on our [International Call Package Available](#).

MONTHLY TARIFF	100 mins	250 mins	500 mins	1000 mins
UK Mobiles**	£5	£10	£18	£30
International Group A** 35+ Countries	£10	£20	£30	£50
International Group B** 60+ Countries	£15	£35	£60	£100
International Group C** 100+ Countries	£25	£60	£110	£200
International Group D** 200+ Countries	£65	£150	£275	£500

All prices above are excluding VAT

** Includes Landline & mobile calls to all listed destinations but excludes all premium rate numbers

SPECIAL LINE FEATURES AVAILABLE

HUNT GROUPS

Allows you to combine your extensions so that they ring together when called. This is useful if your business is organised into departments. Phones can be programmed to all ring simultaneously, ring sequentially, etc...

CONFERENCE DIAL-IN NUMBERS

With a dedicated dial-in number and access code your meetings can happen on your schedule, with as much or as little notice as you want. No time limits, no expiration dates, no hidden fees.

FAX-TO-EMAIL

Want to receive faxes but don't have a fax machine? Our fax to email feature allows your customers to send you faxes as normal but instead of going to a fax machine, they'll be sent as an attachment by email.

You can also send faxes via an e-mail address or online control panel to be delivered to real fax machines

CALL QUEUING

Our sophisticated queuing system allows you to deal efficiently with calling peaks without losing valued customer calls and projects a professional image of your business. Instead of getting an engaged tone your customers are answered automatically and held in a queue. While they are waiting for a representative they receive personal messages about how many calls are in front of them followed by music while they are waiting.

CALL RECORDING

We offer superior call centre functions with low setup costs. Ideal for keeping records, quality control and training. We can record all calls or specific calls. Recordings will be retained on local call recording hardware for capturing large volumes of calls with searchable front-end or in the cloud.

IVR - INTERACTIVE VOICE RESPONSE

Completely customisable voice prompts ensure your customers have a professional first impression. Instead of hearing the ringtone, callers will hear a professionally recorded message and be directed to the correct department via voice menus – e.g. "press 1 for ..., press 2 ..."

NUMBER ALLOCATION

Numbers available on all geographic dialing codes, not just the local one. Non-geographic numbers such as 0345, 0845, 0844 available (all except 0800)

NUMBER PORTING

Bring your telephone numbers with you. These can be ported into our system from another office (additional porting rules and costs apply)

PORTABLE TELECOMS – Stick with a Service You Can Trust!

Relocating to a new office can be daunting to say the least; contacting Telecoms suppliers, the frustration of waiting for new phone lines and numbers, the cost of changing stationery and contact information on websites... and most importantly making sure your business is up and running in-time and on-time!

The great news is that as a Lenta customer you don't have to worry about any of that; we take care of it all for you, seamlessly, speedily and easily.

1. Keep your phone numbers

Customers can contact you on the numbers they already know

2. No high capital expenditure

Minimal hardware required and you can take it with you if you move again

3. Continued High Quality Service

Our corporate grade service will continue seamlessly

PLUG & PLAY

- > Purchase a pre-programmed VOIP handset with power supply £80.00 (One off cost)
- > Our cost effective call bundle options available per handset (Invoiced in advance)
- > Includes **FREE UK Landline calls***
- > Monthly Line Rental Only £12 per month
- > Calls invoiced on a calendar month basis (e.g. Jan calls invoiced in March)
- > Refundable deposit required £50
- > Handset deals may be available to long standing clients



CALL DIVERT

- > Your calls will be diverted to a telephone number of your choice
- > £20 per month plus call charges for the diverted calls
- > Includes **FREE call divert to a UK Landline***
- > Calls invoiced on a calendar month basis (e.g. Jan calls invoiced in March)
- > Refundable deposit required £50.00



All prices above are excluding VAT

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