

NEWS RELEASE

SpliceCom provides hosted telecommunications for SME's

SpliceCom today announced that it had set up a hosted telecommunications service for SME's. This would provide SME's with ultimate scalability, functionality and mobility for a low price that rivals the price of just having PSTN trunk lines.



9th April 2009- "In business today, companies require an extremely functional communications suite, that provides them with the tools to outgun their opposition whilst saving money and providing increased functionality" said Martin Petersen CEO of SpliceCom Australia. "Most companies require more than just answering and making a call and collecting voicemail. Many need to be mobile but need to stay in touch. Your PC becomes your office phone and is the same as you sitting at your desk, anywhere you can connect to broadband here in Australia or anywhere in the world. This is not ground breaking technology, but it is for small companies that do not want to shell out \$000's to get this functionality."

SpliceCom has established a hosted telecommunications suite which can come with the **extremely stylish and functional PCS560 or PCS570** or as a softphone on your PC (requires headset), and prices start from \$25 per month per extension. There is no need to rent trunks just pay a small rental for your number(s) or number range. Connection is made to the host call server via your broadband connection. Companies require 76k per call spare capacity on their broadband connection to ensure high quality calls. Compression can be provided to cut down the capacity required or a dedicated connection can be made purely for voice. We can **port your present numbers** to the system.

Probably the first question that will pop to mind is **what happens if the broadband goes down...** do I lose my telecommunications? The quick answer is yes but no!!! The calls will not go through to you office phone, but because the "brains" of the system is sitting in a secure data centre maybe not even in the same city as you, it will direct the calls to your mobile, **thus you will not lose any calls.**

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SpliceCom provides hosted telecommunications (cont.)

Companies with more than one branch would benefit significantly from this system. Calls between branches are FoC. Calls can be answered at one branch and transferred to others, cutting down on receptionist workload and ensuring that there are no missed calls because one branch is overloaded. Everyone in the company can see the status of another employee including whether they are on the phone, DND, out of the office etc.

If you have a **mobile workforce** then this is also the system for you. You will get functionality normally reserved for the more expensive PBX or VoIP solutions. If you work from home or are on a trip then connect to any broadband outlet and log onto your softphone on your PC...this will "log off" your office phone and all calls will be directed to your PC, and outgoing calls will go via the system at your office rates. This is particularly important if travelling overseas.

Do you do any **conferences**? You can setup a three-way conference yourself or for a \$20 fee have up to 16 participants in a conference logging in with a PIN number to join the conference. You would normally be paying handsomely for this service through your normal telco supplier, or perhaps you don't do conferences because of the cost. You can look more professional and improve communications with staff, customers or suppliers. If you have a group of people receiving calls e.g. support dept., then you would be able to provide better service by having calls going to that "group" or department or having them directed to the most skilled to take a call which has been determined by the number they called or by the questions asked by Auto Attendant. **Groups, departments, skilled based routing and auto attendant** is all included in the basic package. If you have multiple companies and a **shared receptionist**, we can set-up to suit your requirements.

Some of the functionality included in your basic hosting fee is:-

- Voicemail
- Incoming and outgoing trunks (unlimited)
- Twin calls to mobiles or another number
- Company contacts and favourites
- Call recording
- Log of incoming & outgoing calls
- Auto Attendant
- Music on hold
- Skilled based routing
- Out of hours routines
- Three-way conferences

Some of the extra functionality available at a one off or monthly :-

- Voicemail to e-mail (\$2/mth)
- Department voicemail (\$2/mth)
- Company SIM in GSM gateway (from \$20 mth)
- Specialised Music on Hold set-up (\$100)
- Meet me Conference set-up (\$20)
- Call Centre Agent (\$19/mth)
- Call Centre Wallboard (\$50/mth)

Contact SpliceCom Australia for more information at info@splicecom.com.au or 02 99220921.

