

# Price List - Call Charges

## UK Call Costs

Destination	Day	Evenings	Weekends
UK National Geographic	1.2p	1.2p	0.5p
UK NTA Mobile (077001)	2.5p	2.5p	2.5p
UK Three 3	9.99p	9.99p	3.99p
UK O2	5.99p	6.99p	6.99p
UK Orange	9.99p	5.99p	3.99p
UK T-Mobile	7.99p	7.99p	3.5p
UK Vodafone	8.99p	3.99p	3.99p

## NTA Mobile

Destination	Day	Evenings	Weekends
UK National Geographic	2.5p + 1.2p	2.5p + 1.2p	2.5p + 0.5p
Calls to handsets within NTA's Network	2.5p	2.5p	2.5p
International Calls	2.5p + from 1.2p	2.5p + from 1.2p	2.5p + from 1.2p

*In general if you make an outside call with your NTA mobile SIM then just add 2.5p per minute on top of our normal tariff. For international roaming charges please visit our website on [www.ntaltd.co.uk](http://www.ntaltd.co.uk).*

## International Call Costs

Destination	Day	Evenings	Weekends
USA	1.2p	1.2p	1.2p
Australia	from 1.2p	from 1.2p	from 1.2p
Australia Mobile	From 7.38p	from 7.38p	from 7.38p
Spain	1.2p	1.2p	1.2p
Spain Mobile	from 11p	from 11p	from 11p
Spain Canary Island	11p	11p	11p
Germany	1.2p	1.2p	1.2p
Germany Mobile	from 11p	from 11p	from 11p
France	2.99p	2.99p	2.99p
France Mobile	from 9p	from 9p	from 9p
Italy	1.2p	1.2p	1.2p
Italy Mobile	from 16p	from 16p	from 16p
Poland	1.99p	1.99p	1.99p
Poland Mobile	from 7.48p	from 7.48p	from 7.48p
Switzerland	1.5p	1.5p	1.5p
Switzerland Mobile	from 12.11p	from 12.11p	from 12.11p
Austria	1.99p	1.99p	1.99p
Austria Mobile	from 9p	from 9p	from 9p
Cyprus	2.92p	2.92p	2.92p
Cyprus Mobile	from 2.84p	from 2.84p	from 2.84p
Turkey	1.99p	1.99p	1.99p
Turkey Mobile	from 7p	from 7p	from 7p
India	2.19p	2.19p	2.19p
India Mobile	1.99p	1.99p	1.99p
United Arab Emirates	11p	11p	11p
United Arab Emirates Mobile	11p	11p	11p
South Africa	2.99p	2.99p	2.99p
South Africa Mobile	from 14p	from 14p	from 14p

*All prices provided are correct as of March 26, 2010. All prices quoted are in british pence and exclusive of VAT. Prices are subject to change without prior notice.*

Full list of our destinations and call costs can be found online under [www.ntaltd.co.uk](http://www.ntaltd.co.uk).

# Price List - Service & Hardware

## Service Charges

Product	Description	Set-up	Price
Hosted VoIP Account	One required per handset to allow fully hosted services	£14.99	£7.99 month
Mobile VoIP Account	One required per NTA SIM to allow fully hosted services	£14.99	£7.99 month
Standard Geographic Number	Chosen from our vast range of numbers	£9.99	£0.99 month
Bronze Geographic Number	A nice number, perhaps with a double figure in it	£24.99	£0.99 month
Silver Geographic Number	A good number, perhaps with 2 double figures in it	£49.99	£0.99 month
Gold Geographic Number	A great number, perhaps with 2 double figures or maybe a triple in it	£74.99	£0.99 month
Platinum Geographic Number	A superb number, perhaps a quad number or a flowing number	£99.99	£0.99 month
Rodium Geographic Number	Need we say more, but your number will say everything	£499.99	£5.00 month
SIP Trunking	1 channel SIP Trunk for a VoIP enabled telephone system	From £0.00	£7.99 month
Number Porting (1-4 numbers)	Allowing NTA to port your current BT numbers on to our network		£20.00 each
Number Porting (5 or more numbers)	Allowing NTA to port your current BT numbers on to our network		£100.00 per site
SMS Outbound	Sending SMS from the VoIP portal		7p each
SMS Inbound	Receive SMS into your VoIP portal and as an email		FREE
Call Recording	Record inbound, outbound or all calls on handsets or mobiles		0.005ppm and 0.0025ppm to store per month
Send a FAX	Send a fax from our VoIP portal. Based on per transmission not per page		5p on top of the minute price

## Hardware

Product	Description	Price
Elmeg 290 IP Phone	Entry level handset fitted with a two-line graphical display, the 290IP supports alphanumeric caller ID and a feature-rich user interface.	£109.99
Snom 300 VoIP Phone	This is a basic SIP Phone with standard features. The Snom 300 has two line graphical LCD and has six function keys to be programmed.	£119.00
Snom 320 VoIP Phone	Ideal for the office and everyone who spends a lot of time on the phone. The Snom 320 is an affordable, yet powerful SIP business phone with built-in, full-duplex speakerphone and which has a three-party conference bridging.	£149.99
Snom 360 VoIP Phone	Business telephone handset, large screen display and 12 one-touch keys, makes this handset one of the simplest handsets to use.	£199.00
Snom 820 VoIP Phone	Large high-resolution TFT colour display makes the phone stylish in appearance. Combining both modern telephony and design into one phone. The visual representation of features is clearer such as call lists, phone book, caller information and XML mini browser.	£289.00
Snom 870 VoIP Phone	The Snom 870 is the beginning of a superior line of business VoIP phones. Its extraordinary elegance and performance combines both latest technology and well known Snom features. The Snom 870 is an amazing experience for everybody who is used to the basic world of telephony.	£329.00
Yealink T22P	A low cost IP solution, delivering a powerful and consistent communications experience for small office environments.	£85.00
Yealink T26P	A low cost IP solution, delivering a powerful and consistent communications experience for medium office environments.	£119.00
Yealink T28P	A low cost IP solution, delivering a powerful and consistent communications experience for enterprise office environments. Larger display, HD Voice, POE etc.	£149.00
Siemens A580IP	The Siemens A580 DECT IP Phone is the latest addition to the Gigaset range of cordless dual mode phones. The new A580 base station can be connected to both a standard landline and Broadband for IP/Internet Calls.	£69.95
Linksys ATA	Connects Analogue Desk Phones and cordless phones to the VoIP network (2 Port).	£80.00
Netgear Multi Talk Router	Netgear router with special software to allow up to 28 calls down a single service.	£99.00

All prices provided are correct as of April 27, 2010. All prices quoted are in british pounds and exclusive of VAT. Prices are subject to change without prior notice.

Full list of our products and prices can be found online under [www.ntaltd.co.uk](http://www.ntaltd.co.uk).

# Hosted VoIP Features

## Expand your Telephony Capabilities

NTA almost covers every thinkable feature. If there is no feature on our list you think could be useful - we will make it.



### List of some features

Feature	Hosted VoIP	Mobile VoIP	Feature costs
Hold	✓	✓	free
Call Transfer	✓	✓	free*
Call Park	✓	✗	free
Online Click to Call	✓	✗	free
Send SMS	✓	✓	7p each
Receive SMS	✓	✓	free
Voicemail	✓	✓	free
Fax to email	✓	✓	free
Fax to Mailbox	✓	✓	free
Alerts	✓	✓	7p for SMS / email free
Automatic Page Announce by T&C	✓	✗	free
Call Recording	✓	✓	1ppm / 0.5ppm storage
Class of Service	✓	✓	free
Conferences	✓	✓	free
Hunt Groups	✓	✓	free*
IVR Menus	✓	✓	free
Call Screening	✓	✓	free
Whisper Announcement	✓	✓	free
Comfort Message	✓	✓	free
Force Call Name	✓	✓	free
Temporary Routing	✓	✓	free*
DND (Do Not Disturb)	✓	✓	free
Call Waiting	✓	✗	free
Call Diversion	✓	✓	free*
Time & Day Routes	✓	✓	free
Caller ID Routes	✓	✓	free*
Fax Spam Blocker	✓	✓	free
Pattern Menu	✓	✓	free*
Page Group	✓	✗	free
Feature Codes	✓	✓	free*
Music on Hold	✓	✓	free**
Queues	✓	✓	free*
Pick Up Group	✓	✗	free
Call Announcements	✓	✓	free

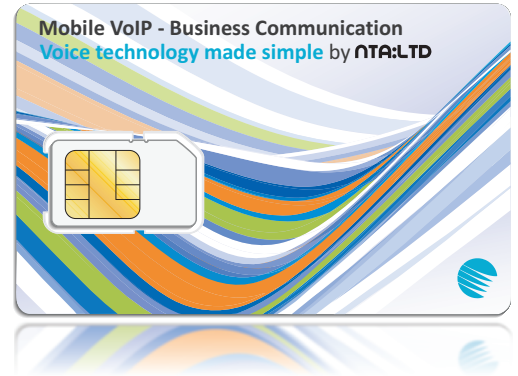
\*Call costs occur when calls are being routed outside NTA network \*\* When uploading your own music-on-hold then you must obtain a valid PPL & PRS licence. All prices provided are correct as of March 26, 2010. All prices quoted are in british pounds and exclusive of VAT. Prices are subject to change without prior notice.

See full list and description of features on [www.ntaltd.co.uk](http://www.ntaltd.co.uk). More added regularly.

# Hosted Mobile Services

## What is True Mobile VoIP

*"No fancy software, no unreliable wifi just purely mobile over gsm but still VoIP" - NTA are becoming one of the innovators in this new mobile platform technology*



### Geographic Mobile



I know what you're thinking. What does it mean, what's the point? Now you're here let me tell you what the future holds for NTA customers. In the next few months

NTA are becoming one of the leaders in this new mobile platform technology and will be testing with one of the UK mobile operators. Once testing is completed we will be able to port your existing geographic number, or provide you with a new number from our pool of over 4 millions UK

numbers and have this ring on a mobile SIM card provided by us. The service will cost £7.99 a month plus £1 for hosting the number. If another person rings you from within the NTA

**This is an amazing step forward in business communication. Record your conversations you have with your mobile and have access to many features like call transfer, hold etc.**

network it will only cost them 2.5ppm to ring you. That is very low-cost mobile calling compared to other fix-to-mobile networks.

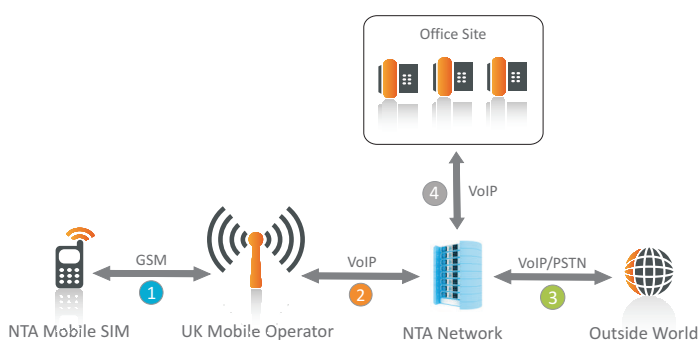
**Please note this is not a geographic number simply forwarded to a mobile. It's true geo-mobile.**

### Mobile Extensions

We will be able to take your existing mobile and make it an extension off our network. This means all the great functionality you get from a VoIP handset connected to our network, you can also have them on your mobile too. The functions include call recording, hold, call transfer, CLI number display plus many more. On top of that, your colleagues will know if you are on the phone using the busy lamp status or know if you are out of coverage, just by seeing the presence status. You will also be able to make calls at exactly the same rate as your desk phone with a small 2.5ppm charge on top of each call. This means you can ring a UK landline for 3.7ppm or a US number at the same rate.



### How it Works



- 1 • Your mobile phone will use GSM for the voice traffic to a UK mobile operator  
• Making outgoing calls costs 2.5ppm plus costs that might occur on point 3
- 2 • This is a direct uplink to our own network  
• You will have access to all key features such as call transfer, call recording, hunt group working and internal calls  
• No further call charges occur at this point
- 3 • Make calls to anyone  
• You still have access to all features (e.g. call recording)  
• An add-on call charge occurs which will be the normal tariff (e.g. UK national 1.2ppm)  
• A call from a mobile to a UK national or a USA landline will cost you in total of only 3.7ppm
- 4 • A call from a mobile to an extension will cost you only 2.5ppm  
• A call from an VoIP extension to a mobile extension will cost you only 2.5ppm  
• Presence status of your mobile extension (BLF - Busy Lamp Field)  
• No further call charges occur at this point

## Send & Receive SMS

*On our hosted VoIP platform you will have the ability to send and receive text messages. This low-cost messaging service is ideal for businesses who need an easy way to manage all their text communication.*



### Outbound Messaging

As standard, we have incorporated SMS services to our VoIP platform, although this was deemed to be a fun facility on a mobile to text (txt or sms) friends short slang (txt language) message. In today's world it has opened up opportunities to use the facility as a sales tool to send marketing messages to generate interest or to remind people of appointments (e.g. when your MOT is due or a dentist appointment). This is a low-cost way of sending reminders to reduce missed or forgotten appointments. Would you find it useful to be reminded that it was over 4 weeks since you were last seen at your barber shop? And by the way book today and receive a free facial massage as a thank you for booking?..now there is an idea!

*Send a message to a person or a group from a computer*

- Message history
- Custom sender name
- Set-up message templates

### Inbound Messaging

Why not take the service a little further? Our number ranges have been pre-built with inbound text in mind. All 01 & 02 numbers can receive inbound text from other telephone operators to allow us to complete 2-way communications. To make the most of the inbound and outbound SMS message service, our developers have created a dedicated portal making it easy to control with the same username and password as our standard login portal. Not only have we provided an easy to use portal just for your sms service, but we have also given you the facility to create your own database within the system to help you manage your contacts.

*Auto-respond to a message that's been sent to your number with a reply text*

- Clearly see read and unread messages
- Inbound caller name look-up
- Inbound text appear in portal and sent out as an email

# Voice & Data Dedicated Business Broadband

## 21<sup>st</sup> Century Network

*We only connect to BT Wholesale's 21st Century Network for end-user tails which provides us with the reassurance that quality is pretty much guaranteed.*



### Data connection



Our business broadband is for the sole use of business customers. This is what makes it so good. No one downloading from bit-torrent sites or streaming music and video files, just pure business applications running over a business grade 21st Century Network. We are dedicated to provide low contention business grade service for applications such as voice & business email. Faster business surfing as well as high download rates is a winning combination to boast end-users connectivity to the web.

Voice connection – As each end-user tail connects back directly to our core

network. This allows us to control the upload and download speeds of customers' connections; this means we are able to prioritise traffic in and out of our network which gives a better customer experience including any traffic that stays on our network such as voice. We prioritise the flow of the voice packet data whilst still maintaining a good quality data flow for other traffic. If customers require a large amount of

[Our data uplinks to connect our customers to the rest of the world is completed by resilient links to both the public internet and organisations such as Linx](#)

voice channels, then our 'Multitalk' service will assist in providing constant voice channels over a small amount of bandwidth. This means that customers with services such as IDSN30e, or a large amount of analogue lines now have a replacement alternative at a fraction of the cost.

Fast, reliable data access is always a tall order for some providers whose main priority is to get as many customers connected at a low cost. This may be good in the consumer world, but for business users this comes with big drawbacks. Bandwidth is heavily contended which means downloads as well as uploads are restricted due to the volume of connections sharing the backhaul bandwidth. Whilst this is still the case with our service being shared among customers, our end-user tails share bandwidth between hundreds rather than thousands of connections. Also we only connect to BT Wholesale's 21st Century Network for end-user tails, which provides us with the reassurance that quality is pretty much guaranteed.

### Perfect Solution

Our data uplinks to connect our customers to the rest of the world is completed by resilient links to both the public internet and organisations such as Linx. This allows diverse routing both in and out of the core network again assuring our customers that everything possible is being done to increase the resilience of their connections.

# Geographic & Non Geographic Numbers

## Enhance your presence

*Do you need to present a national or local image but at a corporate level? This enables callers to contact you from all over the world.*



### Non Geographic Number Ranges



#### **0800 & 0808**

These are called free-phone or freephone numbers. These numbers are used mainly in advertising to attract more business.



#### **0843/ 0844/ 0845**

These numbers are used to create a local coverage. Callers still pay for calling the numbers but not a premium (prices for calling them are between 1 and 5ppm). This is normally associated with large corporate companies like banks, insurance and mortgage companies.



#### **0870**

This number range is classed as a national number. At NTA we are able to port these numbers to our network and deliver them back to you over our network free of charge (an IP Based SIP account is required).



#### **0871 & 0872**

These number ranges follow guidelines and rules by pay-phone-plus service. These numbers tend to be 8,9 or 10ppm and some even carry a connection fee. These numbers are great for generating revenue for services such as IT companies who many only make revenue from numbers such as these.

### Geographic Number Ranges



#### **01 & 02**

With VoIP a number becomes virtual, this means we can place any number to any location. For example, you are working in London but want to advertise in Manchester and want to seem local to the customer. You can simply purchase a UK Geographic number from Manchester and ask us to place that number over your 020 (London) number.



#### **03**

03 numbers are being introduced as an alternative to chargeable 08 numbers like 0870. Calls to 03 numbers will cost the same as calls to geographic numbers (starting 01 or 02) and can be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls.

# Number Porting

## Porting your Existing Telephone Number

*Keep your number when moving office or enhance your telephony capabilities with VoIP. All you need to do is port your number to us and we can deliver the calls back to your office.*



### Geographic Number Porting

NTA: Ltd has a porting agreement with Openreach. This agreement enables us to port all geographic area code telephone numbers over to our VoIP for business network.

We also have an arrangement in place through BT Wholesale which allows us to take advantage of their porting agreements with all other UK Licensed Operators.

If you wish to look into the possibility of porting your business numbers over to

our network, please submit the following form on letter headed paper, or why not have a chat with one of our friendly sales executives.

The Letter of Authority must be printed onto your own letterhead and SIGNED. All applications to port numbers must have a copy of the front page of the latest, relevant BT or Energis invoice. Please fax all documents to 01708 320001.

If there are any discrepancies between

the information provided on the forms and the data held by BT, the number being ported is inactive or has a temporary service associated to it, the port request will then be refused by BT.

Even if the number provided was previously with a Cable operator and then ported to BT there may be a possibility that this number will not be allowed to be ported on to our VoIP for business network.

### Porting Timescales for BT Numbers

Next are details on processing time for different types of numbers to be ported. If there are any problems we will contact you accordingly. The lead time is calculated from the time that BT accept the order. Number porting can only take place during normal working hours excluding weekends and Bank Holidays.

#### Porting Timescales for BT Numbers

Single Line*	7 days**
Multiple Lines*	10 days**
Multiple Lines with DDI Numbers*	20 days**

\* Type of line \*\*LEAD TIME (working days)

*For more information about number porting for BT and Non-BT Numbers  
Please visit our website [www.ntaltd.co.uk](http://www.ntaltd.co.uk)*



## Why Hosted Hosted VoIP

*Saves you cost on expensive hardware and maintenance*

*Keep your existing telephone number*



### Benefits

#### 1. You already have the infrastructure in place

Any business that already has a broadband connection can very easily add a VoIP-based phone system (a phone that transmits voice communication over the internet instead of a separate set of dedicated telephone wires).

By doing so you get more for less. Since you are already paying for the high-speed Internet connection, making the switch to VoIP has never been easier or been more cost-effective.

#### 2. Low cost calling

This is the main feature of VoIP that makes it appealing to the average user. Rather than paying a long-distance fee to your landline provider, or racking up charges making international calls on a mobile phone, you can pay a low fee to a VoIP provider, which connects the call through the Internet at a much cheaper rate.

Since VoIP utilises your existing Internet connection, you no longer pay for access and usage fees on two separate sets of wires.

#### 3. Create a bigger presence for your business

Want to have a London phone number but not based there? Want to have an international presence in locations you are not (yet) in? With VoIP that is not a problem.

NTA offers Direct Incoming Dial numbers from over 40 countries around the World giving your business an International presence and allowing callers in these countries to phone you on your VoIP for Business telephones in your office for the cost of a local/national call from their telephone carrier.

**Find 10 great things about hosted VoIP for business online on [www.ntaltd.co.uk](http://www.ntaltd.co.uk)**

# SIP Trunking Services

## Connecting to the Outside World

*This is a perfect solution for companies that would like extra redundancy on their existing PBX*



### How it Works

- **999 Emergency calls possible**
- **Unlimited direct dial numbers**
- **Caller line ID**
- **Outgoing presentation**

Nowadays most modern telephone systems have an extra way of connecting to the outside world. This is generally known as a SIP Trunk. This works over the internet protocol (IP) and tends to work in the same way as traditional ISDN services. Features and facilities such as caller line ID (for incoming calls) and outgoing presentation (CLOP, for outgoing calls) are typically charged as an extra service with service providers like BT. However, at NTA, these functions

are part of our base feature set. Direct dial numbers can be added to any amount of SIP trunk channels. The difference between SIP trunking and ISDN services is that the boundaries around how many number ranges (max 5 with BT including single number DDi range) or geographic locations have been removed. As the numbers are delivered via our network, this allows us to cherry pick the number range regardless if it is a new number range that we have allocated, or a number range which has been ported in. We still have the capability to select a number and perhaps use it as a fax2email service or even an online conference room number.

### Perfect Solution

This is a perfect solution for companies that would like extra redundancy on their existing PBX or if a company is thinking about moving then this would create a simple solution to bring the old numbers from an out-of-area telephone exchange with you to the new location.

If you have a legacy phone system and you don't want the expense of investing in new technology, then choosing one of our SIP to ISDN2/30e convertors for a different solution.

# Help, Maintenance & Ongoing Support

## We are here to help

*Whenever you are in trouble with your phone or need assistance on our VoIP portal*



### Help

01708 393939 is the NTA support line number. Customers using a VoIP handset may also dial 150 for customer support. If you do not have a valid support contract, then please contact our Pay As You Go support number on 0911 910 3939 (calls are charged at £1 per minute at all times).

### Maintenance

Have complete peace of mind; cover your equipment, as well as covering any additional changes you may need as you grow. Hardware is covered by our in-house support team, who are on hand to assist in any issues that may arise whilst you use the equipment.

### Ongoing Support

Take the worry out of the equation. At NTA we have a range of experts in our support team on hand, ready to take your call. Our standard support covers you from Monday to Friday, 9am to 5pm, or why not upgrade to our Silver or Gold (bespoke) packages. These include extended normal hours and covers days like weekends and bank holidays, should that be necessary. Please speak to our Sales Department to arrange a quotation