



Global Telecom making the world bigger

GLOBALTELECOM
In touch with the world



Dedicated to the delivery of enhanced communication solutions, Global Telecom is at the forefront of innovation, embracing technological advances and developing new products and services to meet changing needs.

Our inspired solutions change the way people communicate, offering our customers solutions that increase revenue, attract and retain customers, and place them ahead of their competitors.

**Let us
keep you
in touch with
the world**

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk


GLOBALTELECOM
In touch with the world

Contents

About Global Telecom	3
<i>BT Services</i>	
BT Wholesale Services	4
BT Services	5
Carrier Pre Select (CPS)	6
ISDN Services	7
Price Promise	8
BT Services Care Levels	9
<i>Number Services</i>	
Non Geographical Number	10
Diverts To Mobile	11
Diverts Options	12
Premium Rate Numbers	13
Chosen Number Fees	14
Porting Your Number	15

Other Services

Fax To Email	16
Call Control Services	17
Area Call Services	18
Smart Call Handling	19
Voicebank Service	20
Online Statistics	21
IVR Services	22
Call Conferencing	23
Voice Over IP (VOIP)	24
International 0800	25
Network Call Recording	26
Consulting Services	27
International Call Saver	28
Call Answering Service	29



GLOBALTELECOM
In touch with the world



About Global Telecom

Global Telecom works with our customers to fulfill key business needs, designing solutions that combine the expertise of our people, financial sound business partners and the outstanding reliability and performance of our global services.

More and more leading companies are choosing Global Telecom to transform their business communication infrastructures. Here are some of the reasons why so many choose Global Telecom:

- We are a global communications provider, dedicated to meeting the needs of personal and business communities, offering great solutions to cutting costs, reducing bills, growth, expansion, saving money on local and international calls and much more.
- We offer ever-improving services for expanding businesses, making us the natural choice in the market place for all your telecommunications needs.
- We uphold our growing reputation for providing quality, cost efficient services, guaranteed to save you money compared to our high charging competitors.
- A Global service culture where communication is at the forefront, helping to keep our customers connected and in touch with the world.
- With extensive knowledge in our chosen field, we strive for excellence, and aim to sustain our 'customer to company relationship' by maintaining our track record of 100% customer satisfaction.
- Dedicated to reinventing and improving our services, we adopt the latest technological advances in order to best benefit the most important asset of our company –our customers.

A great range of products for business or home use

Unbeatable solutions to cutting costs and saving you money on your phone bill

Helping you pay less for local and international calls

Great reputation for providing cost efficient and up-to-date services

Dedicated to constantly reinventing our services

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



BT Wholesale Services

Receive a quality BT line without paying BT prices.
The line comes from BT, the bill from us.

Global Telecom is able to offer all the benefits of a BT service at a reduced cost. The services remain the same, and BT install new services as well as maintaining the existing ones - the only difference is that the bill comes from us.

Transferring your BT telephone lines to Global Telecom saves you money on line rental and call charges. The process is seamless, and upon transfer all of your calls are routed via our Tier-1 carriers, giving you access to business-quality, low cost telephone calls.

How does this work?

Global Telecom buys your landline from BT at a wholesale price and sells it back to you for much less. We then bill for the line rental on the customer's single bill, while BT continues to provide maintenance backup.

Our customer service team

We provide first-line customer service which means you have direct access to our support and customer service team - so you won't have to sit through numerous automated menus to get the information you need.

Three main products are available to transfer from BT to Global Telecom:

Analogue PSTN

(Single Line and Multiline Aux)

Digital ISDN2e

(Standard, System and Highway)

Digital ISDN30

See product sheet 5 for more information of the services available to you.

First-line customer service

BT provide the installation, we provide the bill.

Quality service guaranteed
- BT engineers will come and install the service and maintain it for you.

Switch your BT line to us
- the transfer is seamless!

We buy your landline from BT and sell it to you for much less

We offer a great variety of products

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world

CLICK HERE
for a **FREE**
CALLBACK



BT Services

Global Telecom offers you the BT product range at lower rates than BT. Our unique agreement allows us to buy these services at wholesale prices, and BT will continue to maintain your services on our behalf. Our prices cut your costs, but you keep the identical quality of service that you currently enjoy.

Recent changes within BT's structure have allowed their customers to choose who supplies their BT services.

As an approved and reputable wholesaler, BT will sell your service to Global Telecom at a wholesale price. We then take ownership of that services and invoice you directly for it. It couldn't be simpler!

What makes us different?

With us your service doesn't change but your bill does. Our competitive prices and call rates guarantee to reduce your phone bill, and our excellent customer service provides one point of contact for all your questions and support issues.

You can be confident that when you ring Global Telecom you will not have to be passed around numerous departments, nor will you be put on hold for minutes before getting the information you need.

Transferring Your Services

Switching your services to Global Telecom couldn't be easier - we offer a like-for-like transfer. The switch is seamless and then your bill for your line rental and any other services will just come from us.

New installation of BT lines

Order your new line with us and we arrange for BT to come and install the service for you on our behalf. You can be confident of the high quality of the installation, always completed by skilled and qualified BT engineers.

Low cost calls

As well as your low cost line rental you will also benefit from our competitive calls rates, agreed at the time of sale. We provide per second billing and no minimum calls charges, furthering your overall cost saving by choosing Global Telecom

New lines installed by BT

Transfer your existing BT services at no cost

One phone call to obtain all the information you need – no more recorded messages and hold music

One bill for all you calls and line rental

BT Services maintained and monitored by BT

Web based on-line daily statistics available

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Carrier Pre Select (CPS)

Carrier pre-select (CPS) is a mechanism that allows you to select an alternative operator other than BT, to route your voice calls. By implementing CPS all your voice calls will be routed through Global Telecom at our reduced prices.

You keep your BT phone number and still receive your Quarterly bill for your line rental from BT, and the bill for the voice calls will be sent directly from us. We are able to reduce your BT bill by up to 52%. We offer online stats analysis and monthly itemised bills that can be sent to you by email.

Some of the key benefits are:

- **Cost savings**
Local and National calls reduced by up to 52%.
- **International Cost savings**
International calls reduced by up to 75%.
- **Monthly online calls stats**
Allows you to monitor usage and identify any excessive spending.

- **Low set up fees for calls**
No more 4.9p minimum charge per call.

- **No reduction of call quality**
All service are supported 24/7 with industry standard quality levels that you currently benefit from.

CPS guarantees 100% call routing of the appropriate calls and allows existing BT services to remain unaffected. You will benefit from competitive call charges and know that all calls will be automatically routed rather than having some calls still routed via BT and charged at their rates. The CPS 'tariff sheet' details the full rates and prices for International destinations.

Save up to 52%
off your BT bill

Online call statistics

Cheaper
connection charges

Effective reduction of your
business's running costs

Local and National
Calls reduced

National calls from 2.1p

Per Second Billing

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



ISDN Services

Global Telecom are able to arrange installation of ISDN lines via our business partner Cable and Wireless. For a specific detailed quotation we will send a sales consultant to your site to discuss services such as Frame relay or leased lines. You can also have additional Select Services with your ISDN lines.

ISDN 2 Installation

Global Telecom is an alternate supplier of BT ISDN2 services and we provide low cost ISDN2 installations. If you are looking for a new ISDN2 line then arrange for the line to be installed via Global Telecom. BT will still install and maintain the line and you will be able to qualify for 15% discount off the rental price to save you further money.

ISDN 30 Installation

Global Telecom is an alternate supplier of BT ISDN30 services and we provide low cost ISDN30 installations. If you are looking for a new ISDN30 line then arrange for the line to be installed via Global Telecom. BT will still install and maintain the line and you will be able to qualify for 15% discount off the rental price to save you further money.

Select Services

141/1470 & 141/1470 Barring & Permanent Number Withhold
Call Return [1471]
1471 Extra
BT Call Waiting
Admin Controlled PRS and International Outgoing Call Barring
Admin Controlled PRS Call Barring
Anonymous Call Rejection (ACR)
BT Call Alert
BT Presentation Number
Caller Display
Call Barring
Call Diversion
Ring Back
Three Way Calling
Last 5 Calls [1475]

Low cost installation

Save 15% on rental of your new ISDN with Global

Great select services available, like Three Way Calling, Call Barring and BT Call Waiting, plus many

Lower call costs and personal service

Don't miss any important calls - 1471 extra available

Great maintenance for your ISDN line

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Price Promise

We are so confident in our low cost competitive prices, that we will give you a price promise. You can be sure that you will save money straight away. Savings guaranteed.

Global Telecom's price promise is that we will refund double the difference of the total cost of local, national and international calls from the UK if it is found that Global Telecom are more expensive than BT.

The Price Promise does not apply to any special numbers, NGN numbers or premium rate numbers such as 118, 090 and 0898 numbers etc. The promise does not also apply to calls made to the following; satellite mobiles, international premium rate numbers, calls between Northern Ireland and Eire or any BT rates before promotion, discount or part of an inclusive package. The promise is only available to business users and only one claim per customer is allowed.

Global Telecom reserves the right to withdraw or modify the Price Promise at any time.

All claims must be submitted in writing, with a copy of the monthly invoice in question, within 1 month of the invoice date to: Price Promise Dept, Global Telecom, Amberside, Wood Lane, Hemel Hempstead, Herts, HP2 4TP

Low cost call prices

Guaranteed savings

Save money immediately

We won't be beaten on price



Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world

CLICK HERE
for a **FREE**
CALLBACK



BT Service Care Levels

When transferring BT lines or requesting the installation of new ones, you can be sure of receiving high quality service levels from BT engineers. BT will install new lines and the quality remains identical as if you were paying BT directly.

When Global Telecom provide you with BT services a standard fault repair service, Level 1, is included in the rental. Enhanced maintenance services, Level 2 and Level 3 are available for an additional rental charge.

On the rare occasion whenever you have a fault simply log the fault with Global Telecom and we will inform BT and they will liaise directly with you to provide advice by telephone, where possible carry out diagnostics checks from BT premises. If this does not diagnose or clear the fault BT will, if necessary, visit your premises.

In certain circumstances additional charges are payable, in the case of failed appointments or no access for the visiting BT engineer.

Level 1

Operates during working hours (8am-5pm Mondays to Friday), excluding Public and Bank holidays. BT aim to respond to a fault received before 5pm within one working day. Work will be carried out within working hours.

Level 2

Operates during working hours (8am-5pm Mondays to Saturdays), excluding Public and Bank holidays. BT aims to respond to a fault within 4 working hours. If a fault is logged outside working hours it will be treated as if it has been reported at the beginning of the next working day.

Level 3

Operates 24 hours per day, 7 days a week including Public and Bank holidays. BT aims to respond to a fault within 4 working hours.

All BT lines have level 1 service care included

Upgrade your service level at any time

BT engineers visit your premises and repair any faults

Level 1 - free of charge

Level 2 - £1.40 per line per month

Level 3 - £3.20 per line per month

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Non Geographical Number

These numbers allow your business to advertise and number that is not related to a UK geographical location. This unique number offers more flexible than your current land line number and you are able to choose which type of number represents your company.

An 0800 freephone number can provide your company with a unique number for your customers to call you at no charge to themselves. Research shows that this will generate 300% more incoming calls than using a standard number. You only pay for the service when you are receiving a call on the 0800 line. No line rental. No connection fee and per second billing. Each month we will provide a fully itemised bill which helps you establish marketing trends.

An 0845 or 0844 local rate number gives your customer the feeling you're on their doorstep and are more approachable. The caller pays a local rate call from anywhere in the country and you pay for part of the call. It enables you to have a local presence and is less expensive than a freephone number. No line rental. No connection fee and per second

billing. It is a recorded fact that if you offer an excellent telephone service to customers, 50% of them will recommend your company to someone else.

An 0870 and 0871 are national rate numbers and can generate you income for your company. How many lines do you have? Each minute could be earning you extra income that can be off set against other telephone costs. The 0870 number will divert to your land line number and create a national image.

This number may be one for all your incoming calls or a designated helpline or information line. The caller pays the standard BT national rate charge and you earn a rebater you earn revenue. They are connected free, with no line rental.

Great rebates for 0870 and 0871 calls

0800 prices 40% less than BT and 0845 prices 54% less than BT

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Divert To Mobiles

Divert your non-geographic numbers to your mobile phone and answer all those calls without delay. No more calling your voicemail to retrieve old messages. Provide a instant response for you potential and existing customers.

Non Geographic services such as 0800, 0845, 0870, 0871 numbers can be diverted to a mobile phone. This is ideal for small business and allows you to answer all calls without the need of a UK land line number.

Traditionally companies and individuals divert their numbers to a land line answer phone and reply to messages in the evening or the next day therefore, Sometimes losing valuable business or important calls.

You don't have to call the office to collect your messages as we can divert these services direct to your mobile phone. The caller does not know their call is being diverted to a mobile phone and you can answer the call immediately saving valuable time and improving response times for your customers.

The normal prices apply for each service plus an additional monthly rental and additional increase on call charge to cover the cost of diverting the call to a mobile phone.

This services can be divert to one mobile phone and does not offer you the ability to switch between a landline number and then to a mobile number. It is easily set up and can be done within 24 hours.

Call the number below to discuss the many options that will benefit your organisation.

Quick response
to all callers

No calling to the office
any more to listen
to your messages

More professional
company image

No more lost business

Only a small monthly
service charge

No long term contract

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Diverts Options

Divert your non-geographic number to many different call features and help improve your business and be more efficient.

All these options can be connected to Non Geographic Numbers.

Follow Me

Follow Me allows you to remotely control the destinations of your calls. Calls to this number are then automatically redirected to three destinations, e.g. your office, mobile or home. You can redirect your calls remotely whenever and wherever you are by calling your access number, pressing # and inserting your PIN access code. Follow me holds the caller and will try all the destinations in the given order.

Time. Day Plan

Have your call routed to different locations depending on the time or day of the week. Divert calls to a different office in rotation or in sequence and also set up emergency calls plans.

I Am Here

Works in exactly the same way as the "Follow Me" service, but only has one location set and redirected by you when you need instant changes. The caller is diverted directly to you and will not hear any hold messages.

Voicemail to Email

Similar to an ordinary voicemail facility where the owner has the ability to record a greeting that is played when the call cannot be taken. The service then records a message from the caller. This recording is then sent as a wav file to a pre-determined email account

Fax to Email

Faxes can be sent from a traditional fax machine to your new 0871 or 0870 fax number. The fax document is converted into a PDF file which arrives instantly in your email box, which can be distributed to many people, stored or just deleted. You don't need to buy a fax machine and therefore, saving you money.

Let your number follow you where you are going

Voicemail delivered direct to your email box

Faxes delivered to your email box

More professional company image

No long term contract

Emergency call Plans

Recorded messages

No long term contract

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Premium Rate Numbers

These number allows you to generate a revenue for call made to your office, the premium rate number diverts to your land line and the caller will pay a premium charge while calling that number. While the call is being made a rebate is earn which generates a small revenue stream for the services you are providing

Premium rate numbers from Global Telecom provide additional income for your organisation. You decide how much the charge will be, the caller pays and then you earn a rebate on the calls made. Rates start at 25p and increase to £1.50p per minute. This service could be used for a competition line or a service support line that offer help or advice.

This service can be connected directly to a live operator or to automatic messages or answer system. To find the exact rebates offered by Global Telecom click to the pricing page.

These number have no line rental or admin charges. More importantly there is no connection fee to start using the service.

Free line rental

No connection or set-up fee and no admin charges

Ideal for competition lines, advice or service support lines.

Increase your business income today

Great rebates on these Premium Rate Numbers

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Chosen Number Fees

Having a memorable number can help your business grow and create a better response from your advertising campaigns. It's a number for life and creates a larger company profile.

All the numbers we supply are randomly selected and are connected free of charge. However a good memorable number can increase repeat business and generate additional calls and many organisations will buy good numbers for this reason.

The charge is a one off connection fee and is payable before connection. This list is updated regularly and these numbers can be reserved for 48 hours until payment and the necessary paperwork is received securing the number.

Choose your number

Make it unique to your business

It's a number for life

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Porting Your Number

Porting your number from your current supplier to Global Telecom allows you to keep your existing number and benefit from lower bills for the same service you currently enjoy. There is no loss of service and we make the process simple and easy.

At the start of 1999 one of the most significant changes to shake up the UK telecommunications industry arrived - number portability. This means that for the first time, you're no longer bound to remain with your existing supplier for fear of losing your number. Number portability is when you "move" your number from one network operator to another.

As Global Telecom is an approved supplier BT services at wholesaler prices and you can be assured our service is second to none and we are able to port any telecoms supplier.

The porting process is simple, you complete our service order form and we will do the rest; prepare the porting letter and ensure the port is implemented smoothly with no interruption to your existing service. You keep your same number and receive your bill from us at a more competitive price.

You will also receive, free of charge, online web stats, so you can view and monitor your call patterns, helping you to identify busy times of the day when you get the most calls or valuable marketing feedback on advertisements. These stats are updated daily showing you the previous day's calls.

Once the number has ported to Global Telecom we can add a number of call features, such as voicemail service, divert to different locations, time and day plans and many more. These useful features can be added with a small additional charge.

Call the number below to discuss how porting your number can benefit your organisation.

No loss of service when the port is completed

Free on-line web stats, updated daily

No monthly rental fees

Full itemised bills

Lower calls costs

No long term contract

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Fax To Email

The 'fax to email service' provides you the facility to have a Non Geographic fax number that receives a fax and then converts it to a PDF document and forwards it immediately to your own personal email address.

You don't need an actual fax machine or a land line any more you can have a fax to email service. The service can be set up for you within 24 hours.

Some of the key benefits are:

Cost savings

No need to purchase a fax machine or install a new or additional phone line.

Easy storage of data

Save all your faxes on your pc for future reference.

Scanning facility

Allows you to fax a document to your own fax number and distribute the PDF file electronically.

Marketing advantage

Use this service as a fax back advertising or response line and collect data via intranet connection.

Each Fax to Email Service has a small monthly rental which varies depending on which non geographic number you want connect to the service. 0800 and 0845 fax to email service will attract a small per minute fee for the usage on top of the line rental.

Either complete the order form or call us today for immediate connection. Once you start using the service you will want to use it everyday.

If required we can supply you with a 0207 number and you can divert your existing fax number to this location and use our service.

No more printing unwanted faxes

Saves money on your printing costs

Scan your own documents to your PC

Easy storage of fax documents

No set up fee

Quarterly Rental

Connections within 24 hours

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Call Control

Do you want to have control on how, when and where your customer's calls are answered? We can provide you with a choice of distinctive, non-geographic phone numbers that help demonstrate to your customers your business is of national standing.

You can encourage customers to call by providing numbers which are free to them, or charged at local rate – or you can earn additional revenues from inbound calls by charging a national or premium rate.

Call Control also includes a host of additional call management and call routing features that can be tailored to suit the needs of your business. Call Control is the inbound call solution that helps you to generate new business and to strengthen the relationship that you have with existing customers. It lets you manage your call handling more efficiently and save – or even make – money on the calls your business receives.

Making sure you never miss a customer call

Call Control is provided using the power of the Global Telecom intelligent network platform, which means we

can offer you features such as call forwarding and re-routing that would usually only be available with a highly sophisticated switchboard or call management system. Call Control offers you the flexibility of re-routing calls when and how you wish. The call control features are listed on the right hand side.

Keeping track of your calls and costs

Call Control also offers you a choice of valuable call and cost management reports to help you to plan and manage your business better. The NetTrack call management service provides you with the business information you need in a format that suits you, delivered via email or the Global Telecom Extranet.

You can choose from a range of reports presented in both graphic and tabular form.

Time, Day and Date Control

Distribution Control

Divert Control

Command Control

Area Control

Announce Control

Message Control

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Area Call Numbers

The Area Call service allows you to advertise a specific local landline number and then have that number diverted to another UK landline number anywhere in the country or even to a mobile phone.

For example you can advertise in a London paper your allocated 0207 number and divert that number to your office in Scotland. The reader of the paper will get the impression that they are calling London but in fact they are calling your office in Scotland.

This helps you show a local presence in any area that you don't have premises, and provides a local 'feel' to the advertisement and will generate more calls to your office as the callers believe they are calling local company.

The service can be set up free of charge within 3 days and you will be charged a small per minute charge for each call that is diverted to your land line number. There is a small monthly rental.

This service is commonly used by plumbers, window installation companies, driving schools, cleaning companies to name just a few.

You will be able to choose your first 5 digits of the UK area call number.

Choose your own
geo-graphic number

Your customers think
you are located locally

Order as many
numbers as you need

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Call Handling

Our Smart Call Handling solutions allow you to benefit from complete control of your call management allowing you to implement changes online, any time and anywhere.

Smart Call Handling features 3 bundled propositions, Call Planner, Call Manager and Call Director which include the most commonly requested features. These can be deployed rapidly. You can also manage your call plan online, allowing it to evolve with your business.

Call Planner

Call Planner offers online management, enabling complete control over in bound call management.

The standard product provides access to unlimited moves and changes via the web within the predefined combination of Time of Day/Day of Week plan, Divert Plan and Voicemail to Email. When you take Call Planner, you need only use the feature (or features) which meet call needs. For a small fee, additional modules can be included.

Call Manager

Call Manager has 2 additional features to Call Planner. These are IVR and Audio Server.

Call Director

More advanced than Call Planner or Call Manager, this sophisticated call handling package queues calls in the Global Telecom network to ensure clients never receive an engaged tone.

Choice of Global Telecom access numbers:

0800 Free phone
0845 Local Rate
0870 National Rate
0871 Special Rate
07 Personal Numbers
09 Premium Rate Numbers

Call our free phone number below for more details on any of these services or for bespoke rates.

Get your calls where you want them, when you need them!

Minimal set-up cost which means a rapid return on investment

No costly hardware to maintain

It is the most cost effective method of call management, especially for small organisations

Calls are not missed or misdirected, which means no lost sales opportunities

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Voicebank Service

wissequisim delisl dolore conulla faci et eu faci erosto cons digniat. Ut at. Ut am nim am delisl el dolenit lorero estio odo consed erat el eum vero odipsustio dipit nonullam quisit vullamet lum ad dit loreet iure feum velessit, quat, consenit nos

Voicebank is a 'Noticeboard' messaging service that allows your business and staff to leave messages such as Press Releases, Public Announcements, Product Updates, Security Information and Staff Notification.

The messages can be recorded instantaneously and remotely by anyone with access to the pass-code using any touch tone phone.

Text broadcasting can inform your members list of a new message and callers can then phone in and listen to those messages usually played most recent first, but with the ability to skip back and forth. Older recordings can remain on the service for the caller to listen to after hearing those that are most up to date.

Alternately it can be configured so that each new message erases the existing one. A range of real time reports are available on system usage.

Voicebank is a Hosted Service negating the need for purchasing or maintaining an expensive in-house solution. Our systems can handle a large number of callers simultaneously. Switchboard congestion can be reduced during busy times

Costs:

A small set up cost and monthly rental applies to the service and single charges where text broadcasting is required. A per minute charges is made for calling a non geographic access number when listening to the recorded message.

No engaged tones

Web interface for easy administration

No specialist equipment or phone lines needed

Text broadcast updates

Messages auto deleted and time stamped

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Online Stats

Track live reports instantly to view who has called you. Online stats enables research for your business to expand, concluding calls received, engaged and missed in a user friendly format

Online stats is one of the newest advantages which is now available to businesses worldwide. At the click of a button live reports can be instantly viewed concluding calls received, engaged or missed. Every call made to a business is a potential customer and every call missed potentially brings that sale to another competitor.

Call stats enables you to track this information which would otherwise be unavailable. Are your phonelines always busy or do customers find it difficult to contact you? Call stats allows you to view all calls made when your lines are engaged, allowing you to not only call back but consider if your company would benefit from another line to spread to call ratio to a more manageable level. Call stats is a means to innovate and expand your business to the relevant level needed based on the call research

Call stats can be viewed either daily, weekly or monthly so your incoming business can be analysed on a very personal basis. If you have multiple lines the call ratios can be compared to improve the productivity of a particular department.

Online call stats is now at the forefront of modern business strategies and would be a contributing factor to your success in an increasingly competitive market.

Track reports at a click of a button

Spread your call ratio to a more manageable level

Every call made to a business is a potential customer and every call missed potentially brings that sale to another competitor

Call stats is a means to innovate and expand your business to the level needed based on the call research

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



IVR Services

Interactive Voice Response routes customer enquiries. The customer uses this technology in which a touch tone telephone interacts with a database. The customer interacts with a phone system by picking from a service list which will direct the call to response most applicable to the enquiry

Automated Surveys collect data quickly and efficiently with our data collection service, faster and cheaper than direct mail and fax.

Blended IVR is a dual IVR service with a blended call agent, so if your staff are busy we can automatically divert the calls to the IVR

Custom IVR in a range of IVR packages, but alternatively we can design you a custom IVR package.

Competition Lines can be set up a premium rate number for a competition and use IVR as a method for your users to submit answers. The messages can then be emailed to you in .wav format.

Recorded Information Messages keep your customers, colleagues or employees well informed with updates that they can listen to.

Voice & SMS alerts a hosted notification service that allows you on to contact and inform a number of people such as staff and customers

Virtual Switchboard are custom greeting with options that direct your callers to the appropriate location depending on the choices you provide.

Emergency Notification can implement any number of emergency call messages.

Voicemail Messaging will answer your call, play a pre-recorded announcement and then record a message for retrieval at your convenience.

Voice Recognition allows your business to efficiently manage complex customer transactions at a low cost compared with a commitment to technology that quickly becomes outdated.

Route your customer

Cost effective business solution

Provide quicker and more effective customer service by opting for an IVR package

Reduce the cost of hiring live agents

Self-sufficient business alternative

Great for competition lines and surveys

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Call Conferencing

Global Telecom provides low cost Voice Conferencing Services. Our prices are 33% cheaper than BT and have no monthly rental or set up fees. You only pay for what you use.

If you have staff that need to talk together then our Voice Conferencing Service allows up to 20 callers to dial in to a central number and listen to each other talk. The chairman has pin access control and opens the conference room and users of the service dial in and join the discussion. It saves your staff making unnecessary trips to off-site meeting venues and allows your staff to manage their time

effectively. The service is set up free of charge within 24 hours. There is no line rental and the calls only cost 15p per minute.

Free set up

Up to 20 callers possible in every video conference

Save travel costs and time commuting from place to place for meetings

PIN access for chairman to open conference

Calls only 15p per minute

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



International 0800

If you have a customer base in a different country, or even just want to give your company an international presence, an international free-phone number could be the ideal option to increase the profile of your business.

International FreeCell

International FreeCell numbers enables callers overseas to dial a local toll-free number and be connected to one of your sites in the UK. The call is routed via an international gateway to our Intelligent Network for onward delivery to your answering centre. The caller pays nothing and need not know the call is being answered in the UK. International FreeCell allows you to give the impression to callers of having a presence in several countries, when in fact your offices are located only in the UK and all calls are answered in the UK. A different number will be needed for each country

Universal Free Call

Universal Free Call enables you to promote a single toll-free number in many countries, which, like an International Free Call number, is routed to our Intelligent Network and onward to your answering centre in the UK. You can also receive calls that originate from within the UK on your Universal Free Call number. Universal Free Call can also be used as an outbound service, enabling callers in the UK to dial a number that connects them to one of your sites overseas. As with International Free Call, the caller pays nothing and need not be aware that the call is being answered in another country. You can have up to nineteen countries using the same universal free call number.

Ideal for support lines

Target a specific country abroad with your business

Give the impression that your company has offices in several countries

The customer ALWAYS pays nothing

Extend your customer base overseas

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Network Call Recording

Global Telecom is able to offer your organisation a low cost easy way to use call recording service that have a number of benefits for your company

Calls are stored within the network and are accessed and managed through an easy-to-use web interface. Records are kept for as long as you need them, ensuring that you can access them at any time. The system also includes extensive tools for assessing and scoring calls, providing managers with an effective way to maintain quality within their teams.

Network Call Recording is fully compliant with FSA (Financial Services Authority) guidelines, giving you the confidence to interact with your customers, while knowing that, should you need to, you have fast and easy access to all your call records.

Each year more and more business sectors are required to keep call records for compliance purposes. Furthermore, in these litigious times, whether you are providing financial services, holidays, or legal advice by phone, it makes sense to keep accurate call records.

Network Call Recording, however, goes beyond the need for compliance and includes highly-featured grading capabilities, allowing you to effectively undertake quality monitoring and staff development. Different levels of access and a comprehensive permissions system enable agents to play back their own calls, while managers can assess the performance of their teams.

No Capital Costs or Installation issues

Low cost deployment with easy to use interface

Best integration and indexing of both dialler information

Optional low-bandwidth screen recording

A network-based call recording solution

Email transfer of call

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM
In touch with the world



Consulting Services

As a leading telecommunications wholesaler, we are qualified to offer you great independent advice on products and strategies for your business. Our consultants are available free of charge, so you can always know the most up-to-date offers and options for your business without breaking the bank.

A free consultancy service is available for corporate customers large or small. As an independent company with partner agreements with some of the largest telecom carriers in the UK we act total independent and are able to consider each carrier's services and benefits and then select the right one for your business.

We will look at your communications as a whole whether it be incoming, outgoing calls, number translation services, mobiles requirements, call centre services, ISDN or ADSL lines. Our objective will be to reduce your costs and ensure a better service than you currently have. Many of our current customer have benefited from the detailed analysis reports we provide and it is all free of charge. Our success is built upon our independent advice and customer satisfaction.

The telecom industry changes so quickly. Therefore it can be very difficult to keep up with the improvements and price reductions and the service you agreed to 6 months ago may be less expensive or improved. To book a initial telephone call from our consultants please complete the Enquiry form or call the freephone number and give us your details.

Free consultancies

Independent reliable advice for corporate

Up to date information on the latest services and offers that could really benefit your business

Streamline your business and increased efficiency

Book your initial phone call today

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk



GLOBALTELECOM

In touch with the world

Call Answering Service

Details coming soon.

CLICK HERE
for a **FREE**
CALLBACK



Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk


GLOBALTELECOM
In touch with the world
Postal Address:

Global Telecom
Wood Lane
Hemel Hempstead
Herts
HP2 4TP

Sales Department:

sales@global-telecom.co.uk

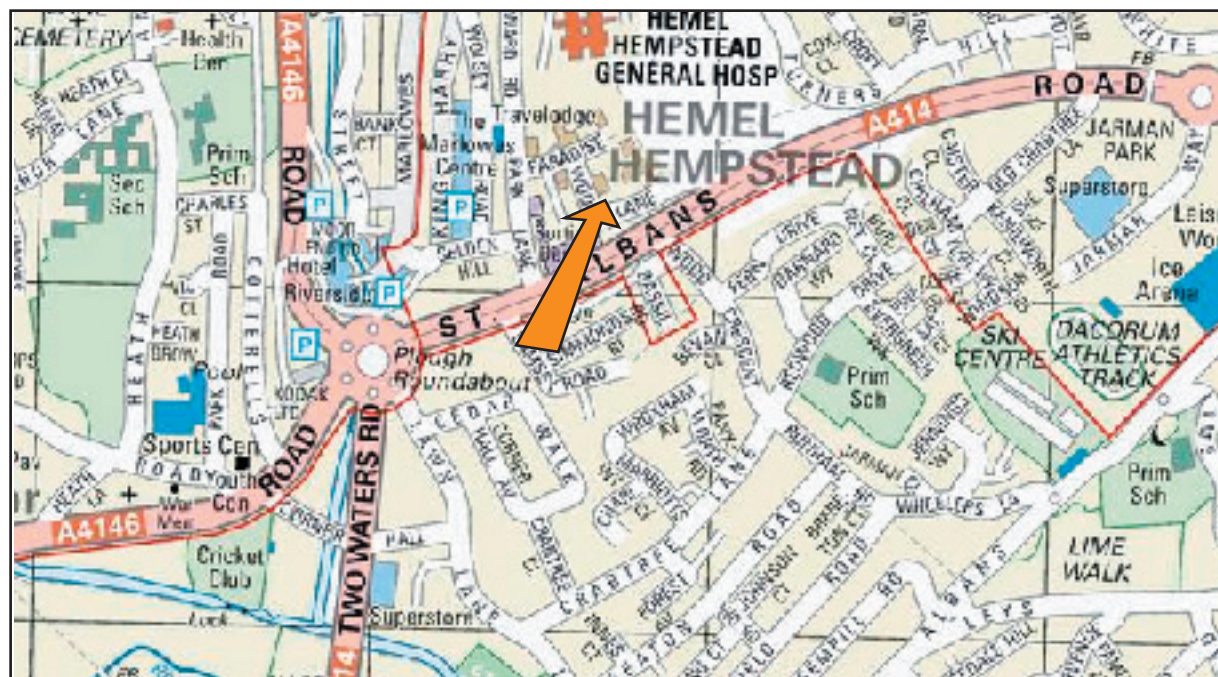
Telephone:

+44 (0)845 276 8000

Fax:

+44 (0)845 276 8001

How to find us



ver:081108

Call 08000 277 772

info@global-telecom.co.uk

www.global-telecom.co.uk