

VOICE COMPLETE TELEPHONY SERVICE

ALL THE FEATURES YOU WANT, NONE OF THE HASSLE YOU EXPECT



When it comes to voice, you have a choice. You can choose to install and manage the voice infrastructure your business needs. That means you have to worry about capital outlay for equipment, ongoing call costs, service provisioning, network availability, staff training, bring-your-own device support, technology obsolescence and so on. Or you can choose a Voice Complete Telephony service from Level 3. Let us take care of the worry. We aim to take care of everything, offering you a service you can tailor precisely to the requirements of your business and your workforce. And with our heritage in voice communications, which includes managing more than 300,000 end users, the chances are we can give you a much better service than you could manage in house.

Business Solutions

- **Predict Costs and De-risk Deployments:** Worried about deploying a managed system? Don't be. Since you do not have to install any new equipment, you can roll out Voice Complete Telephony alongside your existing system. And likely improve cost control as well.
- **Gain Flexibility and Scalability:** Voice Complete Telephony comes from the cloud, so you can add, remove or move users, whenever you like. And you can give them all a fixed-price calling plan so you always know what you will be paying.
- **Stay in Control:** Our Voice Complete Telephony offering comes with a self-service portal and advanced management and reporting tools that enable your users and administrators to stay on top of all aspects of the service.
- **Make Management Easier:** With a single provider, a single contract and a single point of contact our aim is to make it simple to work with Voice Complete Telephony. And we will give you a service level agreement we believe others would find hard to beat.
- **Roll Out Services More Quickly:** With our infrastructure already in place, you can provision services in weeks rather than months. And if your users just need a softphone, they can have it almost as quickly as they want.

Technical Features / Capabilities

Technical Support

As well as a robust infrastructure, we recognise the need for consultancy at the beginning of the project and post go-live. This support can help ensure that your users are comfortable with the technology through training programmes and on-site, expert support.

Features

Choose from base, standard or premium profiles to offer your users the experience they need. Get all the features and functionality you would expect from a private branch exchange, delivered from the cloud.

SIP Trunking

Voice Complete Telephony is built on Level 3's global network core and SIP Trunking service, helping to give you the scale, resiliency and flexibility needed to meet your needs, however big your organisation.

Numbering

We can give you UK Geographic numbers providing a virtual local presence and we can support number portability and Emergency services.

Reporting

Keep a handle on end-user activity with extensive call detail records that support billing and service operations.

Desk Phones

Voice Complete Telephony can support multiple phone manufacturers, including industry-approved Polycom phones.

Predictability

Manage your operational expenditure thanks to a flat-rate billing model with optional call bundles.

Flexible Working

You can take care of the needs of mobile and remote workers with support for iOS and Android.

Why Choose Level 3 for Managed Voice Services?

- **Global Network:** We carry more than 13 billion minutes of voice traffic and 5 billion calls every month, with the ability to terminate calls anywhere in the world using a sophisticated routing platform.
- **Service Design:** Everything we do at Level 3 is driven from our world-class global network core. That means we can design services with the resilience and quality of service you need.
- **Managed Services:** We currently manage more than 300,000 voice extensions, so we have the knowledge to help make sure you have a seamless transition to managed services.
- **Experience:** Level 3 has experience in the key areas that make a voice proposition, allowing us to give you guidance and experience where it counts most.

ABOUT LEVEL 3

We build, operate and take end-to-end responsibility for the network solutions that connect you to the world. We put customers first and take ownership of reliability and security across our broad portfolio.

Call: **+44 (0) 800 496 1000**

Email: **europe@level3.com**

Web: **www.level3.com**