

CCT Network Services
A complete solution
for business voice and data





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The transfer of our services to CCT was truly seamless and we were kept informed every step of the way. By moving our calls and lines to CCT we were able to upgrade to a higher service level and make significant savings too. CCT's billing is extremely clear and allows us to simply allocate our costs by department and user.

Gitta Berg, Manager Contact Centre Operations, Choice Hotels Group

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CCT is an Ofcom registered network service provider. With full access to a range of voice and data services from established carriers, CCT can take full ownership of your network service provision – from initial design and provisioning through to billing and support.

Overview

CCT provides a 'one stop shop' for our clients: as a trusted Avaya Platinum Connect partner, we extend our relationship (which already covers the support for Avaya business telephony and contact centres) to include a full range of cost effective network services charged at 'fair market prices'.

Through key relationships with established carriers, coupled with an easy-to-use billing & reporting package, CCT provides a complete service for business voice & data.

CCT's Network Services offering

Through its dedicated network services team, CCT provides a service-focused approach to network service provision. Our experts will work with you on the initial requirements definition, handle the ordering and provisioning, set up your billing and reporting requirements and take ownership of fault management and resolution.

Core services provided include:

- **BT line rentals**
Exchange line provision and support via a direct relationship with BT Openreach (equivalent access to BT Retail)
- **Outbound calls**
Indirect Access (IDA), Carrier Pre-Select (CPS) & DirectConnections
- **Inbound numbers**
08 and Geographic numbers with Intelligent Call Routing
- **Network connectivity**
Data Connectivity (Internet access and WAN Services)
- **SIP Trunks**
Flexible, viable alternative to ISDN



CCT Network Services

Why use CCT for network services?

Choosing CCT for network services can provide the following advantages:

- One stop shop for hardware and network solutions - no issues around 'demarcation lines' so there's one throat to choke!
- Greater project control and coordination
- Improved service delivery
- Faster time to diagnose faults and repair
- Competitive and 'fair' pricing, with regular reviews
- Added value services (e.g. Call Barring, 'Toll Fraud' Detection)
- Fair and reasonable contract terms
- Accurate, simplified yet comprehensive billing options
- Innovative solutions (e.g. business continuity)
- Thought leadership around new services

BT lines

With the creation of BT Openreach and the help of Ofcom, communications providers in the UK can compete with BT Retail on an equivalent basis.

The 'Equivalence Management Platform' (EMP) is BT's response to Ofcom's demand that communication providers like CCT should use the same mechanisms and processes as BT Retail to access the BT Openreach network.

CCT accesses the BT Openreach EMP platform using our own WLR3 (Wholesale Line Rental 3) gateway.

The WLR3 gateway significantly improves the speed, accuracy and ease of placing orders and reporting faults.

Service provision & maintenance

CCT provides the following line types:

- ISDN30 (min 8 lines)
- ISDN2 and ISDN2e
- Analogue

Features of our service:

- Real time access allows us to manage fault reporting, line testing, escalation & resolution.
- While new lines are being provisioned, CCT can select and reserve numbers
- Placing orders and checking order status
- Transfer existing lines and services
- Direct access to BT Engineering scheduler - CCT can book convenient engineering appointments directly with you.

The underlying service is still provided and maintained by BT Openreach engineers.

You can use your CCT Helpdesk number to contact us - CCT will diagnose the issue and can establish if a fault is hardware or network related.

Where network related, a ticket will be raised directly with BT via the WLR3 Gateway.

CCT supports all four levels of maintenance cover available with BT Openreach, from next working day fix to a guaranteed 6 hour fix around the clock, 365 days a year.



Outbound calls

CCT can provide a highly competitive outbound call service using 'Indirect Access' (IDA) via BT Lines, or direct connection, by-passing BT altogether.

Central to CCT's approach to Network Services is to provide fairness to our clients by providing competitive call rates to all destinations (local, national, mobile and international).

CCT only uses business-focused network operators that can guarantee premium quality call routing.

CCT will review rates with you on a regular basis, rather than fixing prices at attractive 'day 1 rates' that fail to move with the times over the course of multi-year contracts.

Enhanced services

CCT can provide the following services at no additional cost:

- **Network-based call barring**
(e.g. 09 Premium Rate Numbers)
- **DDI Billing**
Billing based on the Presentation DDI number
- **Toll Fraud Detection**
Closely monitoring authorised and unauthorised telephony usage is a crucial part of Telecoms Expense Management. CCT can provide some powerful Threshold Management tools that enable early detection of possible fraudulent activity.

Inbound numbers

CCT can advise on a broad range of Inbound solutions, using both Geographic and Non-Geographic numbers. We provide a full suite of Intelligent Call Routing and online management tools to enhance your call answering capability.

With frequent changes to the regulations and price points on different number types, CCT will be happy to guide you on current and proposed legislation, price points and service options.

CCT can supply new Inbound numbers, or can port existing numbers from most Operators.

Number types included:

0800/0808	Free to caller
0845	Local Rate
0870	Now a charged service
0870	Revenue share number (1-5 ppm to call)
0871	Revenue share number (6-10 ppm to call)
09	Premium Rate numbers
03	New geographic range
01, 02	Traditional UK Geographic area codes

All numbers can be provided independent of your current Line set up, either as a simple Number Translation Service (NTS) or with Intelligent Network features, such as:

- Web portal to set up/change call plans
- Divert on busy/no answer
- Time of day/day of week routing
- Call Whisper (pre-call announcements)
- Near real-time call stats
- Automated attendant
- Call Recording & Call Queuing



Green Minutes

Every telephone call generates a small but significant amount of carbon due to the power consumed by the switching equipment in the core service provider network. This consumption is logarithmically reduced by using IP softswitches. CCT offers not only highly competitive call rates, but can also demonstrate a carbon neutral service carried over the greenest network in the UK.

Network connectivity

CCT is able to advise on and provide Data Connectivity services including:

- **MPLS**
Multi-Protocol Label Switching provides secure, private connectivity between sites. It allows customers to specify multiple VPN's and enables the prioritisation of voice, data and multimedia traffic over a single, converged network using multiple class of service levels
- **Private Lines**
Provides fixed bandwidth between locations
- **Internet**
Fast, reliable internet connectivity using Ethernet access circuits

SIP Trunks

With the latest generation of IP-based telephone systems from Avaya and others, SIP Trunks are emerging as a flexible alternative to traditional ISDN services.

When considering a SIP Trunk deployment, it is critical to work with a provider that understands all components of the solution - the SIP Service Provider, the connectivity, the PBX hardware and the Session Border Controller (SBC).

CCT will design the complete solution for you to include the data connectivity and hardware requirements to support your needs.

The key benefits of deploying SIP can be one or all of the following:

- Resilience - as it's provided in a different way to ISDN
- Disaster Recovery - two sites can have mirrored services
- Speed of Delivery - can be deployed on the day of order
- Numbers no longer dependent on location - all UK STD codes can be provided or ported in from other providers
- Low cost alternative to BT Remote Call Forwarding (RCF) Service
- Lower rental and call costs
- Free calls between connected sites

Billing and reporting

CCT provides billing information that is easy for you to analyse and interpret.

Billing is available in multiple formats (paper, email, web or disc) with a wide range of reports available as standard, enabling you to analyse your usage quickly and accurately.

The 'drill down' options within the online billing tool will allow you to analyse an invoice at high level, then drill down to as much detail as you require.

Standard reports:

- Breakdown by call classification or destination
- Breakdown by day, time, site
- Longest duration
- Most expensive
- Most frequently dialled
- Service Charges

An E-Alerts service provides a full 'management by exception' feature - you can set the criteria which, if met, will automatically generate an emailed alert.



To find out how the team at CCT can help optimise your network services, simply call or email us...

0117 311 5885 or email info@cctonline.co.uk