

### SIP Communicator™ Hosted IP Telephone System

#### What is SIP Communicator™?

Spitfire's SIP Communicator™ is a hosted PBX solution which provides everything that you would normally expect from a business quality phone system plus more flexibility, but without the high capital expenditure and running costs.

Spitfire also offers SIP Trunks and other VOIP services for customers where a hosted telephone system is not suitable. Please contact us for more information on these products.

#### Is SIP Communicator™ suitable for me?

SIP Communicator™ is ideal for businesses which do not want to invest in a phone system that they may quickly grow out of or for those who have rapidly-changing communication requirements. It is also suitable for companies that do not have a fixed office location or who frequently move office.

Where a business has multiple offices or home workers, then SIP Communicator makes even more sense, as everyone can call each other free of charge and incoming calls can be routed to any location.

#### What Features does SIP Communicator™ offer?

SIP Communicator provides all the features you would expect of the latest IP phone system, including:

- Voicemail for groups and individuals - can be retrieved remotely as well as emailed to you;
- Auto Attendant - can be used to direct calls to the best person;
- Conference bridge - allows you to set up and host your own conference calls;
- Outlook dialling – allows you to dial your contacts direct from Outlook
- Call queuing; personalised music-on-hold; speed-dial lists; & free softphone for remote workers
- Free calls between all users plus reduced call charges anywhere in the UK and the world;

#### How reliable is SIP Communicator™?

The system is based in Spitfire's secure Docklands Data Centre. You connect to this system using dedicated Spitfire IP circuits which allows us to guarantee call quality to be ISDN equivalent as the circuits do not share usage with normal Internet traffic and calls are not routed over the public internet as with most of our competitors. Where required, Spitfire can also provide multiple circuits for redundancy.

The system is designed to be very easy to use using a web-interface so changes can be quickly made to re-route your calls if a situation prevents you from using the system in your office, e.g. you can divert calls from each extension number to another office, to home workers or even to individual mobile phones.

#### Why buy this from Spitfire?

Spitfire is unique in offering a hosted system as a complete package encompassing hardware, SIP extensions, numbering, call traffic and the circuits themselves. This allows you to benefit from the savings which come from merging all components together as well as the peace of mind of knowing that you are not using the public internet and that responsibility for quality lies with Spitfire alone.

#### How do I find out more or order this service?

If you have any questions regarding this service, would like more information or would like to place an order please contact your IT Support Company or call the Spitfire Partner Services team on 020 7501 3150. Alternatively, email us at [partners@spitfire.co.uk](mailto:partners@spitfire.co.uk).

[Click here to see our short film about SIP Communicator™](http://www.spitfire.co.uk/video_SIPCommunicator.shtml) [www.spitfire.co.uk/video\\_SIPCommunicator.shtml](http://www.spitfire.co.uk/video_SIPCommunicator.shtml)

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SDSL

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