

### Spitfire's Telephone Line Rental & Call Charge Service

#### Why should we use Spitfire for our Line Rental and Calls?

Spitfire provides analogue and ISDN telephone lines using BT Wholesale. Calls are routed over our premium business quality network which should provide you with significant savings of around 15-35% on line rental and call charges. Additionally, Spitfire offers a single & clear bill, with a more integrated and customer focused service.

#### Which type of Telephone Lines are suitable for me?

**Analogue Lines** are typically used by home users or by small businesses requiring only a few lines with individual telephone numbers; alternatively an analogue 'multi line' can be provided whereby a group of analogue lines with the same telephone number can be provided for connection to a telephone system.

Internet (ADSL), Burglar alarms & PDQs require a single analogue line; these services cannot be installed onto ISDN telephone lines.

**ISDN Circuits** are digital lines which offer various benefits over analogue lines:

- Higher Call Quality.
- Ability to be able to transfer calls to another number, e.g. a mobile or home worker.
- DDI numbers (Direct Dial In), giving every member of staff their own direct number.

There are two different types of ISDN Circuits:

**ISDN2e** Circuits are typically used by small businesses who require a maximum of 8 channels, allowing up to eight calls to be made or received at any one time.

**ISDN30e** Circuits are typically used by medium to large sized businesses. An ISDN30e circuit can be provided with a minimum of 8 channels and a maximum of 30 channels. Extra circuits can be added to provide as many channels as you require, each channel allowing one call to be made at any one time.

#### How soon can I have new Telephone Lines or can I move my existing Lines to Spitfire?

- The installation of new Analogue Line/s take approximately 10 working days.
- The installation of new ISDN2e circuit/s takes approximately 10-15 working days.
- The installation of a new ISDN30e circuit takes approximately 20-30 working days.

Note that all installation lead times are approximate and are not guaranteed. Therefore we always recommend that lines are ordered in advance, providing plenty of time in case of delays caused by lack of cable on site or other capacity issues.

The transfer of existing lines to Spitfire from your existing provider takes 10 working days.

#### Can Spitfire save me money on my calls and line rental?

We can normally reduce charges by 15-35% but this depends on what you are currently paying. Send us through a copy of your latest BT (or alternative provider) bills & Spitfire will carry out a free, no-obligation review of your existing rates with the aim of reducing your costs.

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

If you have any questions regarding our telephone line services, would like a communications review 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) - letting us know who your IT Support Company is that recommended you to Spitfire.

ADSL Max

ADSL2+

VDSL

SDSL

Ethernet Circuits

VoIP & SIP

Telephone Systems

Call Diversion

Mobile Voice & Data