

Integrated Communications Management

Spitfire are a Telephony and Internet Service Provider that delivers a range of communication services through a channel of carefully selected Authorised Partners.

Founded in 1988, we have developed an extremely close and constructive working relationship with BT Wholesale and our Authorised Partners. This ensures that you benefit from BT infrastructure whilst receiving a higher level of service from Spitfire.

We offer a high quality alternative to BT combining Broadband Internet, telephone line rental and low cost telephone calls. Our rates are highly competitive and we charge for all of these services on a single combined and clearly-presented monthly bill.

Spitfire Offers:

- Internet service provision using Broadband ADSL, SDSL and Leased Lines
- Resilient cost-effective telephone calls
- Low cost BT line rental
- Mobile telephony
- Virtual private networks
- IP-based voice solutions
- 0800, 0845 and 0870 non-geographic numbers
- Telephone systems
- Complete support services
- Single bill for all services

Network Services

We know that your business phone calls and data traffic are your company's lifeblood, so we take the responsibility of carrying them very seriously. Unlike other companies, Spitfire offer far more than simply cheap phone calls. We have invested in our own dedicated communications and switching infrastructure and in partnerships with leading telecomms companies, to guarantee you always-on availability and resilience.

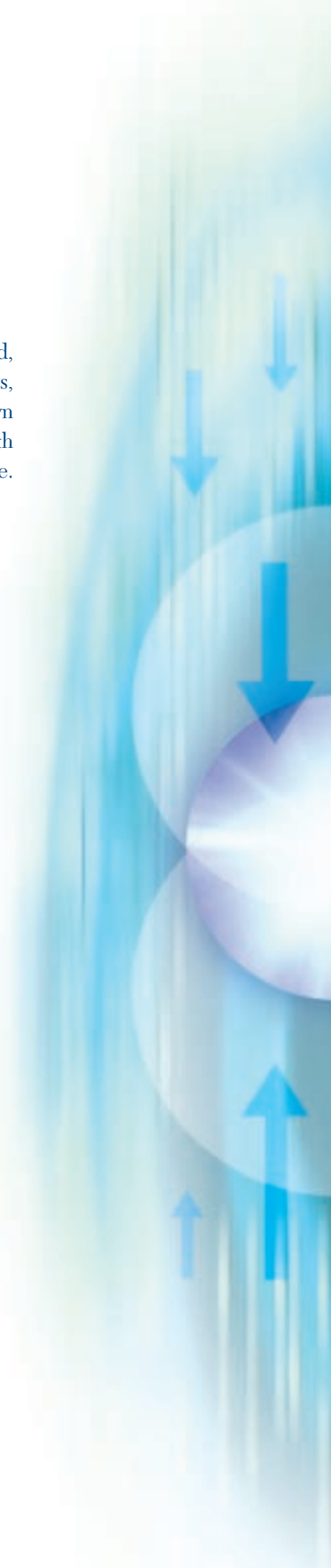
The expertise provided by Spitfire and our Authorised Partners means that you get the most flexible, cost effective solution - designed to suit your exact requirements.

Making the move

Reducing your telecomms spend by moving to Spitfire for your line rental and calls is easy:

- Your telephone number remains the same with no downtime
- There are no codes to dial and no 'dialler' boxes to install
- There is no delay in calls being connected and the call quality remains the same as it would be with BT – genuine business quality
- There is no minimum contract on line rental transferred from BT
- There are no connection or disconnection charges
- There is no minimum contract, so you are free to trial the service

The transfer is seamless and the first difference you will notice is when you receive just one combined monthly bill for all services transferred to us. If you do have a query or experience a fault, these are dealt with by calling a single number, where you will talk to real people who are highly trained to ensure you receive the fastest possible response.



Advanced Internet Connection

You can also take advantage of our robust network for your company's Internet services, giving you both reliability and performance, as well as cost savings against other technology such as ISDN and dial-up.

We can supply ultra-fast ADSL, SDSL and leased line connections for 'always-on', high bandwidth Web access, as well as a range of Internet services which can be fully integrated with your LAN and WAN.

Mobile telephony

We are an approved supplier of mobile telephony solutions. Adding these to your monthly bill will assist you in further consolidating your fixed and mobile telephony needs.

Virtual Private Networks and Voice over IP

If you'd like to work more flexibly – for example, setting up home offices for key staff – we will work with your IT company to make it easy to extend networks and telephony outside your office walls, helping you to work in a way that suits you.

A single bill for everything

Our unique billing system enables us to give you the kind of bill you want – easy to understand, with no hidden extras or surprises.

You can consolidate all your voice, data, Internet and mobile communications costs from all of your offices and staff onto one, fully customised, communications bill.

Support and maintenance

We believe that supporting your business means more than just fixing faults. So when you need support, we take complete ownership of the entire issue. Just one call to us is all you need to make - and our experienced service personnel will simply resolve the problem for you, no matter how large or small.

The right response – fast

Our service centre's advanced call logging, management and vehicle tracking systems ensure that our personnel can address your needs without delay. Furthermore, we have our own dedicated team within BT to ensure rapid, direct line fault tracing and elimination.

But don't just listen to us

Working with a Spitfire Authorised Partner, you get an integrated, cost effective service as these customers testify:

Data Direct - a major global fax and copier supplies specialist

"We used to receive dozens of bills covering telecomms and Internet services from BT and other suppliers. Spitfire offered to save us money and provide us with a single bill for all these services - and have delivered just that, giving us lower costs and substantially easier administration".

Maritime Media - specialist shipping publisher

"As an international media company, reliable communication is our lifeblood. We used to use BT, COLT and Demon to provide our services and were somewhat dubious when Spitfire claimed that they could reduce our costs and improve our service. However, somewhat to our surprise, they have significantly improved our international call quality whilst charging surprisingly low prices".

Silverscreen - specialist DVD retailer

"Dealing with Spitfire means we do not receive bills from BT or any other Internet or telecomms company, nor do we ever have to call them!".

Free Telecomms Audit

Working with your Spitfire Authorised Partner we would be delighted to carry out a detailed review of your telecomms and Internet costs.

During our 15 years in business we have proved ourselves as a genuine alternative to BT for UK businesses, so for a free telecomms audit or for advice on any aspect of our service, please contact us today.

SPITFIRE
AUTHORISED PARTNER

VOICE • DATA • INTERNET • MOBILE