

Spitfire Account Management Newsletter – July 09

Foreword

Welcome to our first monthly Spitfire newsletter aimed at keeping you more in touch with the latest technologies and updates from Spitfire.

Spitfire created its dedicated Account Management team in 2005 in order to provide existing customers with a further service in the form of their own Account Manager. In a constantly changing marketplace we thought a regular newsletter would help keep our existing customers more abreast of ongoing changes/updates with regards to new products.

Spitfire's Account Managers see themselves as an extension of the Spitfire service and are available to assist customers as and when they are required.

The Spitfire Account Management team are: Chris Moore, Jim Farquharson, Franklin Quarshie, Steve Miller & James Liddell.

Thank you

The Account Management Team

Fresh Spitfire Website & Image

Last month saw the release of Spitfire's new website, which will provide a fresh and dynamic image of the company.

Our unique position in the industry as an ISP, licensed telephone operator and UK wide telephone number range holder has enabled us to release our new SIP voice products: SIP Trunks and SIP Communicator™, which are now selling well and will play a major role in our future development.

Please visit us at www.spitfire.co.uk and let us know what you think.

Introducing 40Mb Broadband!

Spitfire are pleased to announce that we have been selected to trial VDSL, the next generation of broadband which provides speeds of up to 40Mb downstream and 2Mb upstream – 5 times as fast as ADSL Max! This is currently being trialled in two BT exchanges - Muswell Hill, London & Whitchurch, Cardiff with impressive results.

VDSL will begin to be rolled out in 2010 with nearly 100 exchanges to start with – please see our [website](#) for a full list of exchanges due to be included initially. Please register your interest now though and we will contact you as soon as we are able to upgrade you to VDSL at vdsl@spitfire.co.uk

A new telephone system is now cheaper than you think

Introducing Spitfire SIP Communicator™ Hosted Platform - For most companies, the main hindrance to updating an old telephone system with old phone handsets is predominately the initial hardware costs involved – but this is even more so in the current economic climate.

With our SIP Communicator™ Hosted Platform there is no substantial capital telephone system expenditure costs, complete mobility of offices/staff, and reduced SIP call charge rates. The telephone system hardware and software is located at our secure Docklands data centre. The new system phone handsets in your office or home connect to the main telephone system over broadband or high-speed Ethernet circuits.

To find out how affordable upgrading your telephone system can be, or alternatively if you have any further questions regarding SIP Communicator™ Hosted Platform – please do not hesitate to contact your Spitfire Account Management Team on **020 7501 3333** or directam@spitfire.co.uk

Spitfire Support

We have recently changed the way we provide support to our customers – our Customer Service Advisors have received further in depth training in order to provide a higher level of 1st line support. With the introduction of our Support Technicians many issues will now be resolved on first contact, providing even faster response and resolution times. Our Support team is available on **020 7501 3030** or by email at support@spitfire.co.uk