



SPITFIRE®

NEWSLETTER

DECEMBER 2020

THE NEW WORLD
OF CONNECTIVITY

SPITFIRE DIRECT
ROUTING FOR
MICROSOFT TEAMS

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DON'T WAIT UNTIL
2025

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CHRISTMAS AND
COMPANY UPDATE



4 TIPS FROM US TO HELP YOU WORK FROM HOME EFFECTIVELY

BY KIM LIWAG

Working from home has been a big change for many of us, here are our team's top four tips that are keeping us productive

1. BE AN EARLY BIRD

When working in the office, any commute you make acts as a wake-up call; a time to get mentally prepared for the day ahead. When working from home where non commute is necessary, be sure to set aside at least 30 minutes in the morning to make a coffee, watch the news or just get ready. You'll start your day with a better mind-set.

2. CREATE A WORK SPACE

Have a designated work space, keep it organised and decorate it to fit your aesthetic. Maybe even copy your office desk layout, invest in a second screen and a comfortable desk chair.

3. PLAN AHEAD

A well thought-out to do list will save you from a lot of stress. List all of your tasks for the day/week and cross them off as you go. It's very satisfying!

4. TAKE SHORT BREAKS

Just like in the office, stand up and make yourself a cup of coffee or simply walk around the house. This will help you feel refreshed when you get back to your desk.

THE NEW WORLD OF CONNECTIVITY

BY TOM BAILEY

Working from Home is likely to be a cultural shift in working practices that is here to stay. In response to this and the advancements in the wider telecoms industry, Spitfire has launched a new range of products aimed to help cater for all business requirements. This 'new world of connectivity' gives a wider range of choices whether you are office based, WFH or a mixture of the two.

MOBILE DATA

Spitfire has launched a new range of 4G Mobile Data products, which can offer wireless connectivity without the hassles of installs or long lead times. There are two variants available:

Mobile Ethernet – This utilises EE's network, routing all traffic back to Spitfire's core network. This means we can offer static IP addresses and also join connections into existing MPLS networks. Speeds are dependent upon signal strength, but can be up to 20Mb down and 20Mb up.

Ideal for: Offices with poor Broadband speeds, users WFH, a resilient back-up service or a temporary service whilst waiting for a fixed line connection to be installed.

Price: Price dependant on usage. Starting from £10 per month for a back-up solution, and £30 per month for a primary solution.

A Spitfire router is required and can be rented for £5 per month.

Mobile Broadband – This utilises either Vodafone or O2's network, coming with a dynamic IP with a choice of a router or being provided SIM only. It offers speeds of up to 60Mb down and 20Mb up, with various data usage caps available dependent on requirements.

Ideal for: This option is perfect for a member of staff WFH or for a small office where a Static IP address is not required.

Price: Dependant on contract length and cap size. Starting from £10 a month (2GB cap) on a 12 month contract.

VOICE ASSISTED CIRCUITS

For small Cloud PBX/SIP Trunk deployments, Spitfire have historically required customers to have a 'Voice Approved Circuit', whether it be an Ethernet or a separate voice approved Broadband service.

However, Spitfire are now able to offer 'Voice Assisted Circuits'. This is where we are able to offer a supported voice and data solution over an FTTC or FTTP connection. Real Time QoS is added to the circuit, marking voice traffic to give it priority over all other types of traffic through the Wholesaler's backhaul network.



MY HOME WORKING SET-UP

JAMES DAVIS

The transition from working in the office to working at home has been strange without a doubt! Now we're many months down the line, I've taken some time to reflect on my own experience and the tools that have enabled an easy transition.

Firstly- connectivity. We needed to have a plan should the home Broadband fail which came in the form of a wireless Mobile Ethernet solution- ideal for home working with a speedy set-up and flexible contract terms.

Secondly- voice. Using our Hosted PBX solution, I can twin my extension with my mobile. I have a voicemail, my calls can flow to colleagues if I'm not available and I have a softphone on my devices. Our Cloud phone system also detects availability throughout the team and displays this on a user-friendly dashboard. I can view live calls, be conferenced in, run reports and download calls.

Face to face meetings have also changed. We use 3CX inclusive video conferencing to host large and small meetings. We are able to screen share and communicate like we used to in the office.

All in all, we've adapted pretty well and our short-term measures are standing the test of time!

Ideal for: This is not a guaranteed service and therefore is only suitable for small phone system deployments (<10 Extensions or <5 SIP Trunk Channels) for businesses where the phone system is non-critical.

Price: FTTC Premium starting from £34.50 a month including Real Time QOS for up to 3 simultaneous phone calls.

FTTC/FTTP ETHERNET

Where a single Broadband service alone is not suitable for converged voice and data, or the Service Level Agreements do not match the business needs, Spitfire can now offer Ethernet variants of FTTC and FTTP.

FTTC/FTTP Ethernet is a voice approved service meaning it can be used alongside any Spitfire Voice Solution. The enhanced Service Level Agreements also make it a suitable product for those wanting to access low latency cloud-based applications where a Fibre Ethernet would ordinarily be required.

Unlike the 30-70 working day lead times associated with Fibre Ethernet, FTTC/FTTP Ethernet utilises existing infrastructure ensuring there are no long waits and no potential third party delays in provisioning the service.

Ideal for: Businesses wanting a converged Voice and Data solution, with guarantees on fix times and performance that go beyond that of ordinary FTTC/FTTP Broadband services.

Price: FTTC Ethernet normally from £73 but until March 31st 2021 from only £60! FTTP Ethernet is to be launched in 2021.

If any of these options are of interest to you, please contact your Account Manager.

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RACONTEUR — in — THE TIMES



SPITFIRE DIRECT ROUTING FOR MICROSOFT TEAMS

BY ANDY DUNCAN

Take control of your voice quality and call charges with Spitfire's award winning SIP Trunks while enjoying the feature benefits of the Microsoft Teams platform. By utilising Direct Routing for Microsoft Teams you can use Spitfire's SIP Trunks with Microsoft Teams Phone System and benefit from both flexible call costs and enhanced call quality.

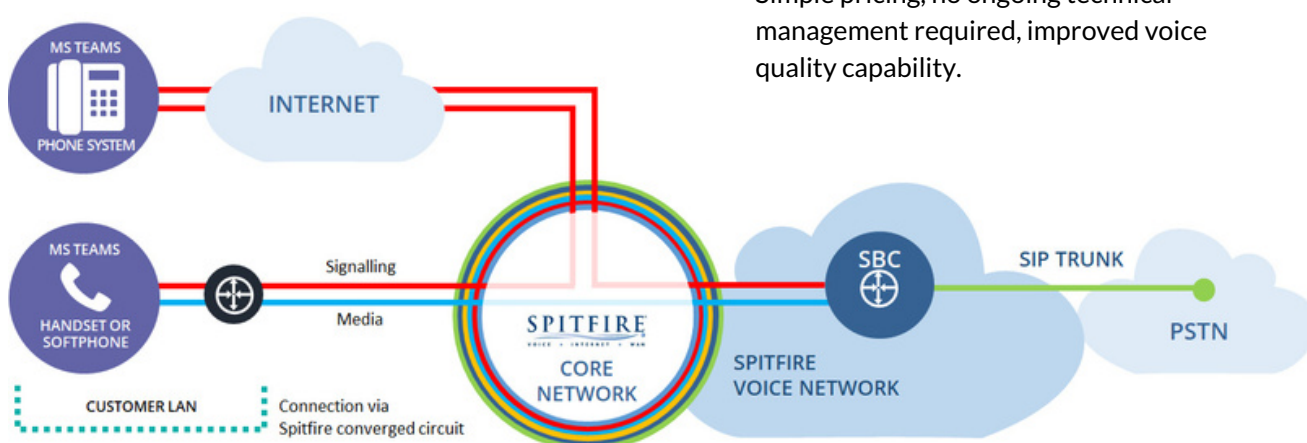
Direct Routing is a feature of Microsoft Teams that allows you to use non-Microsoft SIP trunks with Teams. To utilise Direct Routing you need your Microsoft Office 365 subscription to include Teams and Phone System and you need to deploy a compatible Session Border Controller (SBC) to connect your choice of SIP Trunks.

Spitfire's Direct Routing for Teams service enables Spitfire SIP Trunks with the SBC capability required by Teams.

Critically, we have deployed our SBC within our core network which enables the use of Media Bypass – a mechanism that allows your call media to route directly to the SBC and onto the PSTN (Public Switched Telephone Network) without routing via the Teams service or, when connecting via a Spitfire circuit, the public internet. Only by using an on-net SBC can you ensure your voice media avoids the public internet and therefore voice quality can be managed.

Spitfire Direct Routing for Teams is enabled on each channel of your SIP Trunk. So simply choose the number of SIP channels you require. Unlike Microsoft's own call packages you do not need to subscribe to a call bundle for each user and you don't need to deploy and manage your own SBC.

Simple pricing, no ongoing technical management required, improved voice quality capability.



IOT FOR BUSINESS

Read our interview with Raconteur in The Times

[FIND OUT MORE >](#)


 THE TIMES



WLR SWITCH OFF; DON'T WAIT UNTIL 2025

BY PETER GODDARD

The switch off of the Openreach WLR network and what it means for you.

In 2025 the last elements of Openreach's WLR network will be turned off. The impact on telephony and Broadband services is far reaching so you need to know how it will impact you.

The project has already begun so don't wait to consider your options.

WHAT IS WLR?

Wholesale Line Rental (WLR) is a range of Openreach services that utilises copper lines. This covers every service that uses this infrastructure, from analogue and digital ISDN lines to Broadband and Ethernet services, to alarms and lift intercoms.

THE PHASED APPROACH

Openreach will be switching off services at each exchange in turn. The first stage is to announce a "Stop Sell" date. After this date no new services can be ordered and changes to existing services cannot be made.

There are already 170 exchanges that will be in the Stop Sell phase by October 2021. Two years after the stop sell date all services cease at that exchange.

OUR MISSION AT SPITFIRE

- Spitfire will ensure that our customers are fully aware of the impact of the WLR switch off.
- We will offer a choice of technologies to ensure every customer has a suitable service for the future for both connectivity and telephony.
- We will ensure that every customer migrates to the new services as smoothly as possible.
- We will keep our customers informed of the elements of the project that impact them so they can make unrushed, informed decisions.

NEW SERVICES

In order to turn off WLR services, new technologies are being phased in. These include:

- Fibre to the Premise (FTTP): providing internet connectivity and IP telephony capability.
- SOGEA: Fibre to the Cabinet (FTTC) connectivity using the existing copper line but with no analogue telephony capability.
- IP Telephony: this has of course been available for years but will now completely replace analogue and digital phone lines.

Work From Home

Keep in Touch

Stay Connected

For the latest product and company updates please follow our social media accounts below:

 [linkedin.com/company/spitfire](https://www.linkedin.com/company/spitfire)

 twitter.com/SpitfireUpdates

 twitter.com/SpitfirePartner

 [SpitfireNetworkServicesLtd](https://www.youtube.com/SpitfireNetworkServicesLtd)

WORK FROM HOME SOLUTIONS

BY JAMES DAVIS

Spitfire has been promoting a diverse range of options for working from home. As our valued customers, we would like to show you how we see the evolution of home-working.

FLEXIBLE CALL DIVERSION

Firstly, we are able to offer network level diverts with the ability for customers to dynamically control the destination of their calls. Having this control means that you will be able to adapt to rapidly changing restrictions and business requirements with ease.

It's important to think about calls. We provide business mobile contracts and technical support. Our call rates are competitive and we use a number of networks. We're able to tailor the solution to your technical needs.

"Rest assured that our Account Managers will provide expert advice based on your applications and needs and match product and performance to keep you working"

HOSTED PHONES

So, this has made you contactable on your terms – what about functionality which delivers productivity from your WFH team? Our Hosted PBX offerings PBX 2.1 & 3CX Cloud take care of what is technically required to deliver phone system functionality and business collaboration for a distributed workforce. All features can be managed via portals and reporting and recording solutions can be tailored to your needs. This keeps your teams working effectively at home matching productivity enjoyed when working from the office.

BUSINESS GRADE BROADBAND AT HOME

Thinking further on and considering data connectivity, Spitfire is able to provide a range of business grade broadband and Ethernet services to home-working employees. Network congestion can be a major issue for home-working productivity in residential areas but also within the home itself – it may be business critical to have access to quality broadband. Are you confident you will get that from your residential connection? If not, consider a stand-alone connection and remove congestion from the equation when working from home.

FAST START MOBILE CONNECTIVITY

As an established Internet Service Provider we appreciate that there isn't always the luxury of having good broadband infrastructure available. As a result we have developed a number of business grade fixed line alternative Mobile Data products to address this. Rest assured that our Account Managers will provide expert advice based on your applications and their needs and match them with a product to keep you working. Not only can these Mobile Data products provide effective primary connections, they are also excellent diverse backup options.

MULTI-SITE PERFORMANCE

For the crème-de-la-crème of WFH solutions Spitfire can build a company wide network of home workers with a combination of these products all linked via our core network using MPLS. Managing a diverse workforce then becomes easy with bolt-on products like Firewall as a Service, providing centralised security and web filtering, as well as Cloud Connect, providing on-net performance gains to Azure and AWS and the applications hosted there.



SPITFIRE IS HIGHLY COMMENDED AT COMMS NATIONAL AWARDS

BY PETER OOSTHUIZEN

After being selected as finalists at this year's Comms National Awards for both 'Best Network' and 'Hosted Telephony Platform', we were very excited to pick up some silverware on the night with the Highly Commended award for Best Network. The Comms National Awards are widely acknowledged as a benchmark of excellence within the telecoms industry. They celebrate and reward excellence in the provision of ICT solutions and are judged by an independent panel of industry experts.

This award reinforces the tireless work and investment we are making into our network to meet the changing demands of businesses. We recognise the importance of fast, secure and reliable connectivity and have continued to increase our capacity in these areas, however we have also developed our Mobile Data portfolio by partnering with EE, the UK's largest mobile provider.

This partnership provides our customers with a data solution that is a business grade fixed line alternative for primary and backup circuits, whether on long or short term contracts, including office and home working scenarios. It also supports the industry's move to an all IP world and will provide Spitfire with the building blocks for IoT services and solutions.

We could not have won this award without all the positive testimonials we have received from our customers and partners over the last year and are extremely grateful to everyone. We look forward to another rewarding year working with you all.



SPITFIRE CHRISTMAS OFFICE OPENING HOURS

Please note our Christmas and New Year opening hours, which differ slightly from our usual 8am-8pm office hours:

Thursday 24th December: 8am - 5pm
 Friday 25th December: CLOSED
 Monday 28th December: CLOSED
 Tuesday 29th December: 9am - 5pm
 Wednesday 30th December: 9am - 5pm
 Thursday 31st December: 9am-5pm
 Friday 1st January: CLOSED

Support hours continue as normal

