

Save up to 60% on your business calls

Cristal Vox

A complete corporate voice solution that finally offers an infrastructure alternative.

- Save up to 60% on your telecom bill
- Comprehensive SLA
- Extensive reporting
- 24/7/365 support available
- Interconnect agreements with all major fixed-line and mobile operators
- No subscription fees per network or minimum billing
- Caller Line Identity (CLI)
- Extensive national footprint with PoPs across the country

Product Overview

Cristal Vox is a complete corporate voice solution from Vox. Offering a comprehensive range of outbound and inbound voice services at highly competitive rates, Cristal Vox is bundled with a geographic or non-geographic number. To eliminate the need to deal with multiple providers, customers can port their number to Vox or request a Vox geographic/ non-geographic number. Cristal Vox is a Voice over Internet Protocol (VoIP) service that eliminates the need for outdated copper analogue Voice connectivity, allowing customers to maximise the return on their last mile connectivity to carry both Voice and Data traffic.

Vox provides customers with a variety of fully managed cloud PBXs and phone systems, ensuring that you only need to deal with

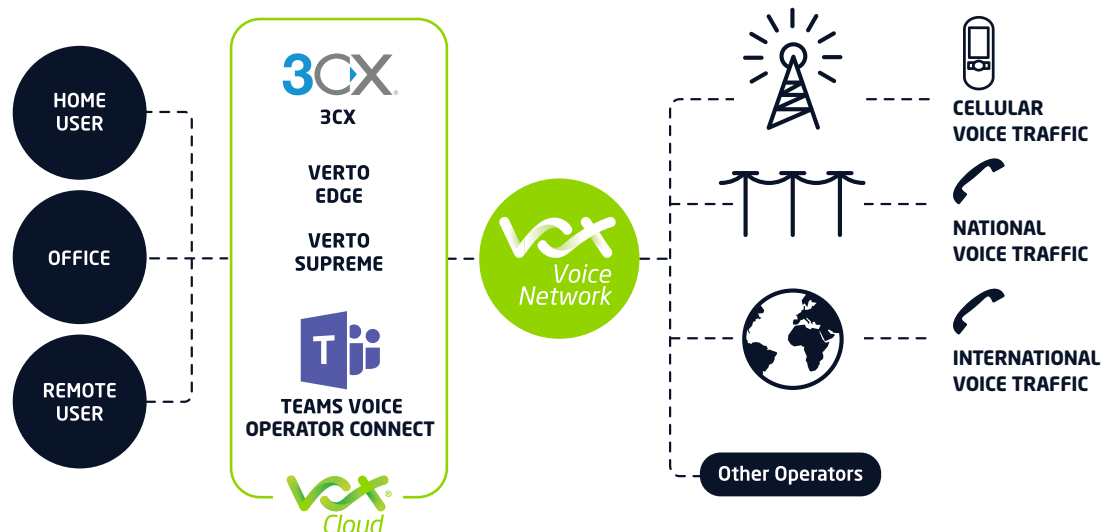
one supplier for all your standalone or Unified Communication and Collaboration requirements.

If you still need on-premises equipment, we can assist you with this as well.

This translates to one point of contact, one bill, quicker turnaround times and, ultimately, better service. Cristal Vox is also compatible with Vox Uncapped calling plans. In terms of outbound call savings, Vox's interconnect agreements with other large network operators ensures that calls are always routed in the most cost-effective way.

Cristal Vox offers lower absolute rates and billing options that are customised to your business environment.

How It Works



Visit us at vox.co.za



Features and Benefits

- Employs a number of various last mile options
- Reduced rates resulting in varied savings percentages, compared to other providers
- Routing of all traffic types (cellular, local, regional, national, international, Vox On-net and inbound)
- Porting your existing numbers to Vox's network is project managed in its entirety by the Vox team to ensure a seamless and painless experience
- Presentation of Caller Line Identity (CLI)
- A comprehensive Service Level Agreement (SLA), with guaranteed response times across the country
- Vox deploys a large contingent of field engineers and operates service offices in multiple locations across SA
- Cristal Vox also facilitates SIP connectivity directly to compatible PBXs
- Call quality on the Vox Telecom IP network is measured in terms of the mean opinion score (MOS) rating system, which scores quality from 1 – 5 with 3.5 – 4.0 deemed toll quality
- Vox's calls will maintain a MOS score of approximately 4.0 and any less score is an indicator of fault resolution required
- Vox Telecom facilitates Multiple Codecs G729a, G711 and G722(HD) Voice gateways, which are able to connect directly to the PBX trunk ports or act as a traffic aggregator across PSTN lines.
- The provision of international best practice customer premises equipment (CPE) – tested and certified by our PBX partners

Vox Voice Network

Cristal Vox voice solutions run on a carrier-class network, with full Quality of Service (QoS).

International network

All international traffic is routed to two redundant Points of Presence (PoPs) in London. Vox makes use of multiple undersea cable systems in order to ensure full redundancy to and from all local PoPs into London.

National network

All of Vox's PoPs in South Africa are connected via a Fibre backbone and have full redundancy from an uptime and power perspective.

Why Choose Vox

Includes

- **Installation**
Vox will project manage the installation to ensure a smooth delivery of all components
- **Maintenance**
Vox will maintain the Cristal Vox installation and will proactively monitor managed equipment and last mile access, ensuring optimal response times

Additional Voice Services

- **PBX and Phone Systems**
Comprehensively managed cloud hosted phone systems, and on-site equipment where required
- **Vox Supafone**
Handset and gateway for small business branches
- **Call Manager (TMS)**
Comprehensive telephone management system
- **Alternative Uncapped Voice Services also available**

About Vox

Innovation and insight combine in Vox - a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice - as well as Cloud, business collaboration and conferencing tools - Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings.

For more information on complementary or alternative products, visit us at vox.co.za

New Business Sales JHB : +27 (0) 87 805 5050
Consumer Support : +27 (0) 87 805 0530
Business Support : +27 (0) 87 805 0500
Email: info@voxtelcom.co.za

