

switchtelecom



Solutions that enable business.

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NUMBER PORTING

Number porting is the transfer of your existing telephone number, or numbers, from your current service provider to the Switch Telecom network.

- Notably reduce your monthly call charges by up to 50% with Switch Telecom's call rates.
- Sign-up on a month to month contract.
- Only deal with one fixed line service provider when you port your number.
- Link your ported number or numbers to a wide range of Switch Telecom VoIP Solutions.

Requirements: A Switch Telecom VoIP Solution.

Service Fee (Once-Off):

- A once-off fee of R150 (Including VAT) will be levied per individual phone number.
- Where a range of numbers is ported ('Managed Port') is calculated at R46.00 (including VAT) per number plus a single base charge of R759.00 (including VAT).



UNLIMITED VOIP LINE PREMIUM

The Unlimited VoIP Line Premium is a direct line service used together with a VoIP telephone (desktop/cordless) or mobile softphone which allows 2 outbound concurrent calls and 4 inbound calls. In addition, get unlimited calling to standard South African local, national, and mobile numbers and a selection of popular international destinations.

- Use the Switch Telecom mobile softphone free of charge.
- This solution will allow for simultaneous registrations of up to three devices.
- Keep your existing landline number by porting it, or receiving a new landline number.
- Sign-up on a month to month contract.
- Call forwarding and voice mail.
- Compatible with most SIP phones and softphones.

Requirements: VoIP Telephones (Desktop and or Cordless) or Mobile softphones.

Service Fee (Monthly): R345.00 (Including VAT).



UNLIMITED VOIP LINE LITE

The Unlimited VoIP Line Lite is a direct line service used together with a VoIP telephone (desktop/cordless) or mobile softphone which allows 1 outbound concurrent call and 2 inbound calls. In addition, get unlimited calling to standard South African local, national, and mobile numbers.

- Keep your existing landline number by porting it, or receiving a new landline number.
- Sign-up on a month to month contract.
- Call forwarding and voice mail.
- Compatible with most SIP phones and softphones.
- Use the Switch Telecom mobile softphone free of charge.

Requirements: A VoIP Telephone (Desktop/Cordless) or a Mobile Softphone (Switch Telecom offers a free mobile softphone).

Service Fee (Monthly): R161.00 (including VAT) per month.



VOIP LINE

A VoIP Line is a direct line service used together with a VoIP telephone (desktop/cordless) or phone adapter (ATA). Switch Telecom uses VoIP technology to provide a telephone service over your wired or wireless broadband internet connection. Keep your existing landline number by porting it, or receive a new landline number.

- Notably reduce your monthly call charges by up to 50% with Switch Telecom's call rates.
- Sign-up on a month to month contract.
- Call forwarding, voice mail and two simultaneous calls (on compatible phones).
- The VoIP Line solution is compatible with most SIP phones and softphones.

Requirements: A VoIP Telephone or Analogue Phone Adapter (ATA).

Service Fee (Monthly): R49 (Including VAT).



UNLIMITED VOIP SIP TRUNK

The Unlimited VoIP SIP Trunk is the VoIP equivalent of the traditional analogue, basic or primary rate telephony services. It's a multi-line service that you would use together with a Switch Telecom Hosted Switchboard or a VoIP PBX. You can also connect it to a traditional switchboard with a gateway device. In addition, get unlimited calling to standard South African local, national, and mobile numbers and a selection of popular international destinations based on the number of concurrent calls you require.

- Pay per number of concurrent calls required per site (in increments of 4, 8, or 16 outbound and double the respective amount for inbound calls).
- Keep your existing landline number by porting it, or receiving a new landline number.
- Sign up on a month to month contract.
- Easily upgradable with no impact to business.
- You can choose between a SIP trunk with just one number, included with the solution, or multiple numbers.

Requirements: A Switch Telecom Hosted Switchboard or a VoIP Switchboard or a VoIP Gateway (FXS or ISDN).

Service Fee (Monthly):

- **4 Channel:** 4 outbound channels, 8 inbound channels (Monthly) - R1,150.00 (including VAT)
- **8 Channel:** 8 outbound channels, 16 inbound channels (Monthly) - R2,875.00 (including VAT)
- **16 Channel:** 16 outbound channels, 32 inbound channels (Monthly) - R5,750.00 (including VAT)

Optional Monthly Service Fee:

- R10 (Including VAT) per additional individual number; or
- R50 (Including VAT) per block of 10 sequential numbers; or
- R250 (Including VAT) per block of 100 sequential numbers.



VOIP SIP TRUNK

A SIP trunk is the VoIP equivalent of the traditional analogue, basic or primary rate telephony service. It's a multi-line service that you would use together with a Switch Telecom Hosted Switchboard or a VoIP PBX. You can also connect it to a traditional switchboard with a gateway device.

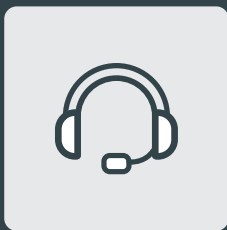
- Save up to 50% on your business call charges.
- Sign up on a month to month contract.
- Easily upgradable with no impact on your business.
- Multiple simultaneous calls.
- You can choose between a SIP trunk with just one number, included with the solution, or multiple numbers.

Requirements: A Switch Telecom Hosted Switchboard or a VoIP Switchboard or a VoIP Gateway (FXS or ISDN).

Service Fee (Monthly): R100 (Including VAT) for 4 channels. Plus R25 (Including VAT) per additional channel.

Optional Monthly Service Fee:

- R10 (Including VAT) per additional individual number; or
- R50 (Including VAT) per block of 10 sequential numbers; or
- R250 (Including VAT) per block of 100 sequential numbers.



HOSTED SWITCHBOARD (PBX)

Switch Telecom uses VoIP technology to provide a fully managed and customisable PBX solution.

- From 10 extensions to thousands of extensions (spanning one or multiple sites).
- No costly maintenance contracts and expensive license renewals.
- Save up to 50% on your business call charges.
- The Hosted Switchboard is compatible with most SIP phones and softphones.
- Take your extensions anywhere or program an extension using a softphone on your mobile phone.
- Call queues, automated attendant, per-extension voice mail, call forwarding and many more features.

Requirements: VoIP Telephones or softphones for the extensions and an Unlimited VoIP SIP Trunk/VoIP SIP Trunk.

Service Fee (Monthly): R250 (Including VAT) per 10 extensions. Plus the cost of the VoIP SIP Trunk.



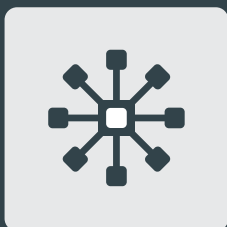
IP FAXING

Switch Telecom uses VoIP technology to provide an IP Faxing solution over your wired or wireless broadband Internet connection (FoIP).

- Real-time faxing is achieved due to the T.38 fax protocol which is enabled throughout Switch Telecom's network.
- Save between 30% and 50% on your monthly fax transmissions.
- Choose between a geographic or non-geographic fax numbers or keep your main fax numbers when you port.

Requirements: An Analogue Fax Adapter (ATA).

Service Fee (Monthly): R49 (Including VAT).



TELECONFERENCING

Instant conferencing of multiple callers.

- Save time and money because you no longer have to travel to meetings.
- Support for up to 30 participants.
- Teleconferencing recordings will help you to monitor your meetings and take detailed minutes.
- Each business client can have multiple meeting rooms.

Requirements: A Switch Telecom VoIP Solution.

Service Fee (Monthly): Free for dial-in service without recording. Pricing for other options available on request.



INTERNATIONAL PHONE NUMBERS

Switch Telecom provides clients with international numbers reflecting area codes of hundreds of cities worldwide.

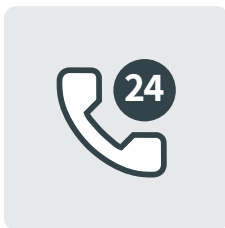
- Give callers the impression of a local presence in foreign cities.
- International callers pay their local call rate.
- No per-minute charges to route the calls to South Africa.
- Up to two simultaneous calls per international number.

Requirements:

- A VoIP Line or VoIP SIP Trunk.

Service Fee (Monthly):

- From R200 (Including VAT) per number depending on the city.
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TOLL FREE TELEPHONE NUMBERS

A toll free telephone number is a telephone number with an 0800 prefix that is billed for all incoming calls, instead of incurring charges to the originating telephone subscriber.

The charge for using a toll free phone number is paid for by the called party instead of the calling party.

- Add credibility to your brand, services and products.
- Increase customer service perception.
- The 'free' aspect will encourage and increase the number of enquiries and orders.
- Give your business a national presence.

Requirements:

- A VoIP SIP Trunk, or a VoIP SIP Trunk and Hosted Switchboard.

Service Fee (Monthly):

- R150 (Including VAT) for the Toll Free telephone number plus;
 - Incoming calls from South African Fixed numbers: R0.39 (R0.34 +VAT) per minute.
 - Incoming calls from South African Mobile numbers: R0.69 (R0.60 +VAT) per minute.
 - Received calls from International numbers: R0.39 (R0.34 +VAT) per minute.
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CALL RECORDING

Switch Telecom offers its Hosted Switchboard clients the option of short or long term call recording.

- Choose between 6 months, 1 year, 2 year or 5 year call recordings.
- Phone calls are recorded seamlessly in a secure and compliant environment.
- Only appointed and approved contacts are able to access call recordings.
- Call recordings are easily obtained via the Switch Telecom Client Zone.

Requirements: A Hosted Switchboard (PBX).

Service Fee (Monthly):

- Call Recording (3 Months) R150 (Including VAT) per 10 extensions per month.
- Call Recording (6 Months) R250 (Including VAT) per 10 extensions per month.
- Call Recording (1 Year) R350 (Including VAT) per 10 extensions per month.
- Call Recording (2 Years) R600 (Including VAT) per 10 extensions per month.
- Call Recording (5 Years) R800 (Including VAT) per 10 extensions per month.



VOICE PRO

Switch Telecom offers a professional South African voice recording (IVR) service for all your switchboard messaging requirements, at a fraction of the cost that you would usually pay to add this professional touch to your switchboard solution.

- Make sure your Switch Telecom Hosted Switchboard sounds as good as it works.
- Save money trying to source and hire your own voice over artist.
- Pick a tone of voice which will best represent your brand and the way you do business.
- Specify the script and customise how the messages play on your Switch Telecom Hosted Switchboard.
- Record welcome, on hold, interactive voice recording, marketing and after hour messages.

Requirements: A Hosted Switchboard (PBX).

Service Fee (Once-Off):

- VoICE Pro 1 - 6 professionally recorded Switchboard messages - R855 (Including VAT).
- VoICE Pro 2 - 10 professionally recorded Switchboard messages - R1 140 (Including VAT).
- Ad Hoc Message - R499 (Including VAT).



CLOUD SBC

If your business is using Microsoft Teams as an internal communication tool and you already have Microsoft 365 E5 enterprise licenses you can connect to the Switch Telecom network with the Switch Cloud SBC.

- Have Teams completely integrated with your Switch Telecom VoIP SIP Trunk
- No need to spend a fortune on physical hardware.
- No difficult hardware set up and on-going maintenance.
- Month to Month Contract.
- A flat monthly fee that remains the same regardless of the number of users you have registered.

Requirements:

- A Switch Telecom VoIP SIP Trunk
- A Microsoft 365 E5 Enterprise License (Not supplied)

Service Fee: (Monthly): R1,000.00 (including VAT) per month



FAX TO EMAIL

Receive faxes as PDF attachments in your email inbox.

- Receive faxes anywhere in the world straight to your email inbox.
- Confidential faxes remain confidential.
- No need to buy a fax machine.
- Easily forward faxes to other email addresses, you can also save, delete or print them.

Requirements: A Switch Telecom VoIP Solution.

Service Fee: Free to Switch Telecom clients.

Please note that Switch Telecom's Standard Terms and Conditions apply. Switch Telecom will only provision services upon receipt of a signed Agreement. Both the Agreement and Standard Terms and Conditions are available on the Switch Telecom website: www.switchtel.co.za. Post-paid and prepaid payment options are available. Switch Telecom accepts MasterCard and VISA and supports MasterCard Secure Code and Verified by VISA technologies. The provision of services shall be subject to appropriate credit approval and technical feasibility both of which shall be at the sole discretion of Switch Telecom.