

**Communications
that adapt to your
environment.**

The logo for Inclarity, featuring a grey swoosh above the word "inclarity" in a dark blue, lowercase, sans-serif font.

**Hosted
VoIP**

Hosted VoIP

Making the decision to take your telephony system to the next generation is simple. As you realise how limited and costly your current PBX or PABX is in comparison to Inclarity's sophisticated and effective Hosted VoIP, that choice becomes crystal clear.

We recognise and understand the challenges you face today; reducing budget, increasing pace of technological changes, supporting a mobile workforce and the need to always be in touch and available.

Inclarity's Hosted VoIP solution meets these challenges through our key business advantages:

- Reduced telephone call and line rental costs
- High level of business telephony functionality for all users
- Zero maintenance and support charges
- Future-proof technology, thereby protecting your telephony investment
- Seamless integration of multiple locations
- Improved productivity and work-life balance through flexible working
- A scalable solution

There are numerous benefits of using our Hosted VoIP solution

We'll save you money:

- Calls are free between sites; other calls and line rentals are reduced
- Capital outlays are minimal
- There are no maintenance and support charges

We'll provide more flexibility:

- Your business locations are fully integrated with extension dialing

- Your employees can work from the office, home or whilst traveling
- Wherever you go, the phone and all its features follow you

We'll empower control:

- Any feature can be amended via the internet
- Modified adjustments can be configured in real-time with ease
- Detailed online billing and reports by cost centre

We'll improve functionality:

- Inclarity offers advanced features and traditional PBX functionality
- Fully scalable, add lines and features as you go
- Inbuilt future proofing means new updates are available without expensive upgrades

We'll guarantee reliability:

- A seamless business solution ideal for SMEs and enterprises
- Our carrier class service is secure and fully resilient
- Best of breed partnerships

We'll excel in our support:

- 24 hours, 365 days of the year technical and customer support available
- Our services are managed and supported by Service Level Agreements (SLAs)
- You'll find everything at Inclarity is simple and easy to use



Our Hosted VoIP solution is unique. It combines traditional telephony features with our own advanced features - only offered by Inclarity. The result is a market leading Hosted IP telephony system suitable for all businesses.

Features

Multiple connectivity

Our single centralised system connects multiple branches. Calls are free between all users.

Control at the tip of your fingers

Easy-to-use online tools allow personal customisation in real-time.

More than simply voicemail

Messages can be accessed via any phone or internet connection. They can be forwarded as emails or you can listen to them as voicemail, all via one inbox.

Calls at your convenience

Control when, where and from whom you receive calls. Phones can be programmed to automatically follow you wherever you go.

Incoming faxes direct to your inbox

Receiving faxes couldn't be simpler. Sent directly to your inbox, the digital files can be opened, stored and forwarded on.

Your IT Manager's new best friend

Our proprietary System Management Tool is a key differentiator as it allows our customers to make powerful and immediate system changes at the click of a mouse.

Phone management online

Our Phone Manager Tool operated via the internet means every user can activate and deactivate features and functions.

Multiple call management

Our Operator Console allows receptionists to manage multiple calls through only one interface.

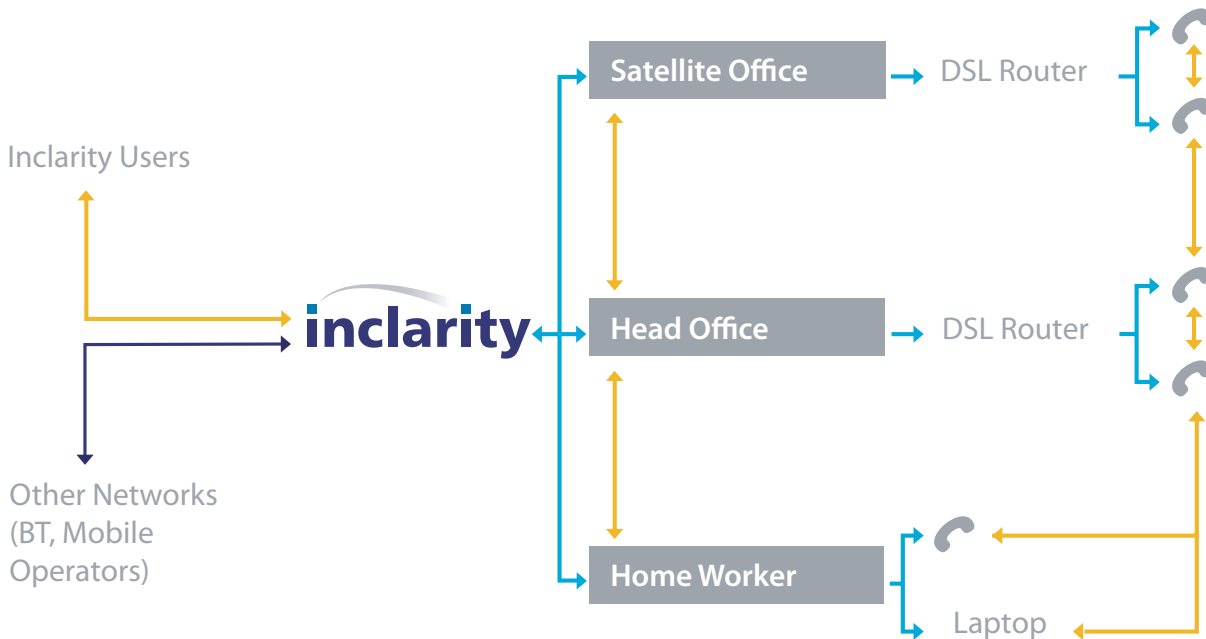
Range of comprehensive add-ons

Extending the functionality of your solution with options for IVR, call recording, music on hold, call flow/hunt groups.

The Inclarity Platform

At Inclarity we pride ourselves on our best in class, carrier grade platform which has been developed and enhanced by our in-house Research & Development team. It is due to the high quality of our established IP Centrex switch that Inclarity can provide a seamless conversion of voice signals to IP packets instantly. We are the only Telecoms Operator in the UK operating on a platform that currently supports over 6 million dedicated VoIP lines, making us an industry leader.

Inclarity is built on the award winning Converse IP Centrex platform. This platform provides IP-based voice solutions that enable us, as communication service providers, to deliver IP telephony, converged communications and FMC services to our customers. The solutions leverage products and expertise from Converse's acquisition of Netcentrex™. The platform also supports over 70 operators in more than 25 countries worldwide; including France Telecom and Orange, FastWeb and Tele2.



How does it work?

Inclarity's IP Telephony uses a broadband connection to make and receive telephone calls and delivers extra advanced telephony functionality. The carrier grade service is equivalent to high quality traditional PSTN lines. This is achieved by using a highly resilient architecture that has high levels of redundancy built into both the hardware and software components. Here's how it works:

- An application server will control your phones over the internet
- Your phone will digitise voice and send it over the internet
- The call is then sent from your phone to the Hosted VoIP platform where it is switched to the PSTN or to a different VoIP terminal
- Your phones can be IP or analogue. The analogue terminals will use adaptors to work with your hosted service

Support

As part of our Inclarity service, we offer customer and technical support via a dedicated UK based Customer Service Desk. Our Support Desk handles both general enquiries and service-affecting faults. Our dedicated team is always available to provide timely support via phone and email during extended business hours Monday to Friday 08:00 to 19:00 hrs. Additionally we proactively monitor your site 24 hours, 365 days of the year to determine any potential issues, which are automatically alerted to our on-call engineering team. In this way we prevent many service affecting issues before you are even aware that they exist.

Training

Inclarity offers a comprehensive training schedule to ensure you derive the maximum benefit from deploying our solution. For your system administrator we offer a one day course at our purpose built training centre. This course covers all aspects of system management including changing user privileges, tracking call usage and dealing with typical day to day user enquiries.



About Inclarity

Our passion is to improve the way people communicate, wherever they are in the world. So at Inclarity we take time to continuously improve our next generation communications, as well as providing unrivalled Customer Service 24 hours, 365 days of the year. As the only Telecoms Operator in the UK operating on a platform that currently supports over 6 million dedicated VoIP lines, Inclarity is an industry leader. We are also recognised as one of the fastest growing communication companies in the UK and EMEA today. The two core areas of our business - Hosted VoIP and Voice & Data - provide business partners and customers with highly sophisticated communication solutions.

Our Voice & Data division complements our Hosted Voice solution to include competitively priced minutes packages, our global roaming solution, powered by iPass and Calling Cards facilitating cheap international calls when abroad.

Why Inclarity?

- We have passion: we have been developing our UK market-leading platform for Hosted VoIP since 2002 and our Voice & Data Services since 1991; we are committed to constantly enhancing our solution through a dedicated in-house Research and Development team
- We have integrity: we endeavour to make every customer interaction and communication an excellent experience
- We have stability: incorporated in 1991, acquired by private investors in 1998, and received significant funding in 2006, Inclarity has an annual turnover approaching £20 million
- We have growth: our Hosted VoIP user base grew 350% in 2007

- We have experience: we have been providing Voice & Data services to hundreds of global businesses since 1991 and our IP Telephony platform has made financial efficiencies for thousands of companies in the UK and across 5 continents worldwide
- We have understanding: your business ambitions become our business ambitions and our industry-specialist teams can help to provide you with the best communication solutions in the market
- We have credibility: we are regulated by OFCOM, the regulator for the UK telecommunications industry and are members of OTELO, the Ombudsmen for public communication providers



What our customers say

"We chose Inclarity as it worked just as expected. That may seem a simple statement, but other providers suffered from blips in call quality/dropped calls, or hand set-up or dial problems. With Inclarity, you forget that it is an IP phone - you just use it as normal."

Tom Sadler, Managing Director, Lingo 24

"We have saved significant capital by not installing a PBX or IPBX. Combine that with the reduced cost of maintenance and the minimal need for training, thanks to the simple web-based management tools we saw a return on investment that was measured in a few months."

Jonty Slater, Technical Director, Z Group

"The level of Inclarity's professionalism impressed us throughout the whole installation process, and it was virtually painless for us. We have benefited enormously from the system and are satisfied that we've gained a healthy return on our investment. We also have more functionality than with our old phone system and that allows more dynamic working practices."

Steve Earl, Managing Director, Rainier PR



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