# netfuse
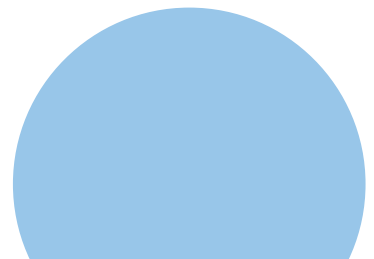
CLOUD PBX

# NETFUSE CLOUD PBX

Cloud PBX is a fully managed, fully featured PBX hosted within our network. Which means your PBX is protected by synchronous replication, regular backup cycles and N+1 redundancy.

All Netfuse Cloud PBX installations are looked after by our Network Operations Centre, which is staffed 24/7, 365 days of the year.

By hosting your PBX in the netfuse Cloud you can benefit from:

### A FULLY FEATURED PBX

With a Cloud PBX from netfuse you have access to pretty much any feature you can think of as standard, including paging and Intercom functionality for SIP phones that support it; music on hold (via MP3s, or streamed off the internet); adding or changing extension and voicemail accounts in seconds; support for all Asterisk supported trunk technologies; routing of incoming calls based on time-of-day; interactive digital receptionist (IVR) menus; sophisticated call groups; detecting and receiving incoming faxes; and audio recordings of incoming and outgoing calls.

### MANAGED SUPPORT AND CONFIGURATION SLA

Your Cloud PBX contract comes with a 3-tiered support SLA, with configuration changes guaranteed within one business day.

### 24 / 7 STAFFING AND FAULT SUPPORT

Our network operations centre is staffed 24/7 by support staff with a full understanding of the Netfuse network topology, so any faults are dealt with before they have an impact on your PBX.

### ROBUST FAILOVER ROUTING

We implement failover routing at the network level for your inbound and outbound calls, so even if one carrier can't deliver a call, it will still get through. You can also configure failover destinations on your PBX to deal with any local network issues you might have.

### MULTILATERAL PEERING WITH LINX AND LONAP

Peering agreements with LINX and LONAP mean we have direct, redundant access to backbone IP transit for all traffic in and out of your PBX. We also use multiple carriers for IP transit.

### DATABASE ACCESS

We offer customers direct database access, enabling easy integration with other applications. We'll even help out with your integration if you're having difficulty getting things to work.

# SYSTEM PRICING

## SETUP AND CONFIGURATION COST

We charge the first month's subscription amount up front as the cost for setting up and configuring your PBX. An unlimited number of additional configuration changes are included in your monthly service cost thereafter.

## SERVICE COSTS

The costs below represent the monthly service, hosting and support fee for a netfuse Cloud PBX. In addition to the amount stated below, we bill for inbound telephone numbers, and for calls. Costs associated with

| EXTENSIONS | SIP CHANNELS | MONTHLY COST |
|---|---|---|
| Up to 25 | 8 | £159.99 |
| 25 to 50 | 17 | £289.99 |
| 50 to 100 | 33 | £499.99 |
| 50 to 300 | 100 | £899.99 |
| Over 300 | 100+ | £POA |

N.B. By using a Cloud PBX, users are agreeing to the Netfuse terms and conditions available at http://links.netfuse.org/terms