

SERVICE INFORMATION

# Internet and Telephony

**A fast, reliable and low cost fibre-optic internet connection, firewall and Wi-Fi for your offices and home workers.**

**Landline telephone calls and calling groups handled within Microsoft Teams, meaning staff don't need a separate desk phone or work mobile for voice calls.**

Replace old internet connections with a modern fibre-optic internet line, including a managed Firewall and managed Wi-Fi, for a single monthly cost.

The Smartdesc connectivity service includes a fit-for-purpose and affordable internet connection for your main office(s) and this can extend to home workers if required. It is supported by our team who work exclusively with charities and non-profits, in plain English.

Consolidate your telephony / VOIP into Microsoft Teams, leveraging Microsoft non-profit discounts, to replace your old phone system.

Staff make and receive calls directly from Microsoft Teams. Little or no training is required – most staff use Teams already for video and chat – but can be included at no extra cost if needed.

Includes unlimited minutes to landlines and mobiles, migration and ongoing support.



Migrate existing 01 / 02 / 08 numbers into Microsoft Teams to make/receive calls from laptop or mobile app



Reliable fibre-optic internet access – plus high quality, secure Wi-Fi



Consolidate desk phones, VOIP apps, work mobiles all into Microsoft Teams



Calling / Hunt Groups, Receptionist Handset, Out of Hours call routing all include at no extra cost



Unrivalled reliability – Microsoft give a 99.97% up-time guarantee



Call recording, and reporting, available within the Microsoft 365 admin console

