

G – Cloud 15

Service Definition

Version 1.0

Voix Telecoms Ltd is a Cloud Telephony Service provider designed to support law enforcement and safeguard victims.

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1 Introduction

1.1 Service Overview

Voix Telecom Ltd (“Voixtel®”) has extensive experience in designing and delivering secure telecommunications solutions focused on safeguarding workforce personnel. We work closely with organisations to configure systems that meet their operational and duty-of-care requirements. We provide a range of solutions to support diverse use cases and specialist applications, and we can develop bespoke features to address modern workforce safety and communication challenges. Our virtual telephone numbers are not tied to physical hardware and incorporate intelligent call-handling functionality. This enables calls to be routed efficiently and securely, ensuring individuals are connected to the appropriate person or department while maintaining privacy, safety, and continuity of service.

The service is user controlled through web and app-based applications which allows organisations to have full control over where the phone numbers are routed.

Our focus is on providing targeted solutions for niche applications.

1.2 Features

- Call diversion – Forward calls to numbers round the world, whilst still maintaining a local presence.
- Intelligent call diversion – Allows you to specify a secondary destination number that can take your calls if you are busy, can't answer the call, or if the caller's telephone number is withheld.
- Call hunting – Rings a team of people in sequence until someone is available to answer the call.
- Call blasting – Rings a team of people simultaneously, to be answered by the first available team member.
- Conference calls – PIN-secured conference calls provide a robust and reliable communications mechanism, enabling rapid group engagement and maintaining operational continuity even in the absence of internet-based online Teams meeting service.
- Call Menu System [Auto attendant] – Save time by creating a self-managed, customised menu system allowing callers to reach the correct team faster.
- Call queuing – Allows multiple calls to stay on hold until an operator is available, so you don't miss a call.
- Voicemail – Record a customised voicemail announcement and forward messages to an email inbox.
- Dialed Number Display – Choose between seeing the caller's number or the virtual number they have dialled allowing the ability to differentiate between virtual numbers.
- Privacy phone pairing – Enables two individuals to communicate securely while preserving anonymity for both parties, with a built-in safeguarding measure to ensure safe, appropriate, and monitored interactions
- Secure Access conference - One Number delivering secure access conference calling, for multiple trusted participants

1.3 Advanced Call Management Features

- Call notifications – Receive email and/or SMS message notifications when a call is received or missed, stating the time, date and caller's information.

- Call recording – Record calls and forward to your email address to maintain privacy and ensure no information is lost.
- Diarised Call Forwarding – Set up pre-configured call rotas using our website or upload a spreadsheet, so calls are always forwarded to the correct person.
- Call blocking – Reject calls from known nuisance callers, even if they have withheld their number.
- Priority calling – Only accept calls from trusted numbers.
- Secure Remote Call Re-Routing – Calls to our numbers can be routed via a secure app, giving flexibility to work remotely without requiring direct account access. This ensures quick call management while keeping credentials protected. It also delivers a better work-life balance for staff, whilst lowering operational costs.

1.4 Typical Uses

- Duty Lines – Ensure that the caller reaches the duty engineer.
- Flexible Remote Working (Home/Office/On the move) – Dedicated work numbers allow remote employees to communicate professionally without revealing personal or home phone numbers, maintaining privacy and clear separation for healthy work life balance.
- Virtual Offices – National or Local presence no matter where the call is routed.
- Business call management system – Small to large enterprise systems, spread across multiple locations which are quick to deploy and easy to configure its advanced features.
- Continuity of service – Emergency phone numbers to allow a team to be contactable during an incident or outage.

2 Additional Services

Voixtel® can also provide professional expertise in helping you design and implement a customised solution for your use case. Our expert consultants can train your team on using the service as well as supplying any necessary hardware or mobile services.

3 Support

3.1 Availability and Hours

We operate standard UK-based support services during normal business hours, Monday to Friday, 9:00am to 5:00pm (GMT/BST). Upon onboarding, each customer is assigned a dedicated account manager and is provided with all necessary information to access support services, including relevant telephone numbers and email addresses for logging support requests.

Out-of-hours 24/7 support is restricted to emergency situations and network-critical faults only. Customers will receive the appropriate contact details for this service during onboarding.

3.2 Fault Reporting

Your request for rerouting to a new phone line will normally be completed in a few seconds. In the unlikely event of you experiencing delays in excess of 15 minutes, first check you have entered the correct destination number, before you report a fault.

Dedicated fault reporting channels are in place: non-emergency issues are to be reported via email, while emergencies must be reported via our dedicated emergency line to enable immediate engineer attendance.

Contact us

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