



Outbound Call Routing

Indirect Access

Indirect Access allows your telephone calls to be re-routed automatically in order to achieve the most cost effective solution. This is achieved using Least Cost Routing (LCR) or Carrier Pre-selection (CPS). G3NS will ensure that your calls are captured and billed through G3NS and not by your incumbent provider.

G3NS will manage the provisioning process for you, providing a seamless transition and giving attention to any issues that may arise and arranging any documentation required to migrate your service from your existing provider. An extensive list of line, network and messaging features and services provide enhanced performance facilities to prevent certain types of call, provide answering services and to share calls between people. By consolidating the management and billing of multiple sites, multiple services and multiple providers, G3NS can provide a single point of contact and greatly reduced administration time for the customer.

Billing is supported with an extensive range of management information presented as regular Call Analysis and Reports or through G3NS's online WebaBILlity management information system and customer portal.

BT Services

Whilst BT has the most accessible and robust network infrastructure in the UK, prices and customer services have never been their greatest strengths. As an accredited BT Wholesale Partner, G3NS can take over the management of your BT services, simply and seamlessly, to give better prices and better support to network services, all from a single point of contact. G3NS will take on individual or entire service requirements and can assist in terminating an existing BT contract to avoid penalty to the customer. Benefits include:

- **ROUTING VIA BT NETWORK:** Keep your calls on the BT network but transfer your contract and billing to G3NS. You save on call costs and benefit from G3NS Services.
- **SERVICE & SUPPORT:** An extensive range of services delivered personally or on-line, provide a single point of contact for all your billing, maintenance, systems and network support.
- **ACCOUNT MANAGEMENT:** Regular contact from your dedicated Account Manager, offering advice and expertise.

Line Rental

G3NS can manage the ordering, installation, service and ongoing billing for your exchange lines. We will handle everything necessary to transfer your lines from your carrier to G3NS quickly and seamlessly. The following services are available:

- **SINGLE ANALOGUE LINES:** Generally used for faxes, single phone lines, modems or PDQ machines. Generally not connected to a telephone system
- **MULTI ANALOGUE LINES:** Used as back up to ISDN30 lines or as main lines on older small key systems.
- **ISDN2 STANDARD CIRCUIT:** A single ISDN2 circuit that delivers two digital Exchange lines and is used for data transfer when connected to a PC/Server, ISDN faxes, routers and video conferencing units.
- **ISDN2 SYSTEM CIRCUITS:** Delivers a minimum of two digital exchange lines and is available in multiples of two lines up to a maximum of 28.
- **ISDN30E:** A single ISDN circuit that delivers up to 30 digital exchange lines.

Line Maintenance

You can report a fault on your network by phone or email, at any time of day, 365 days of the year. As a minimum commitment, G3NS will log the report on receipt during working hours (08.00 - 1700 hours, Monday to Friday) and assign the case to a technician within 10 minutes. Alternatively, you can choose from a range of three maintenance agreements to give more extensive coverage and higher service levels. (Contact G3NS for details).