


PBX

Channel
Partner Program





**Business
communications
are moving
to the cloud**



Why PBX Hosting

It is easy to choose one of the usual suspects when it comes to deciding where to house your customers PBX's. By choosing PBX Hosting you can guarantee that quality, performance and uptime is at the forefront of all of our services. With our extremely low turnover of staff you will receive a dedicated account manager and technicians who are familiar with your configuration and goals. Our channel partners experience exceptionally low customer churn rates, and receive dedicated training and 24/7 access to our support desk.

All we do at PBX Hosting is simply that, host PBX's and we are the experts at doing just that. So why partner with a jack of all trades when you can have a master of one.



Our Background

PBX Hosting is a leading IP telecommunications provider that offers a robust, Wholesale Channel Partner solution complete with fully automated self-service portals to enable rapid deployment to market. PBX Hosting was founded in 2007 by Phil Thomas and Stuart Gibson who between them have over 40 years industry knowledge of Hosting and Telecommunications working with SME's right up to global enterprise blue chip organisations. Our service is backed up by our industry leading SLA's and state of the art infrastructure. PBX hosting is continually evolving its offering to keep up with the latest consumer demands. With our agile business ethic, PBX Hosting really is leading the way in 21st Century business communications.

PBX Hosting's White Label Channel Partner solution empowers your businesses to offer a fully featured, hosted PBX solution with a rapid deployment to market and impressive profit margins.

Infra struc ture

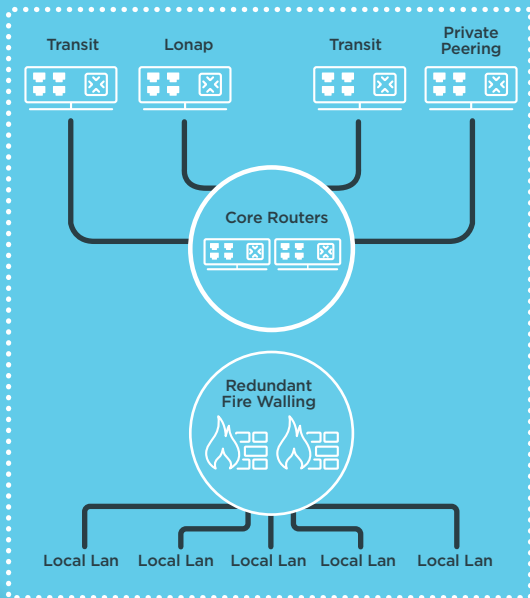
PBX Hosting's core infrastructure is located in Telehouse London Docklands

which is known as the UK's foremost internet hub and backbone for the global internet network. 82% of Europe's live internet traffic and 60% of transatlantic live internet traffic travels through Telehouse. All hosted PBX instances are isolated software containers using VMware Enterprise Plus vSphere Cloud. Being in Telehouse enables us to have direct connections to all the major networks in the UK and Internationally. For the customer, this means crystal clear and reliable phone calls with HA and disaster recovery.

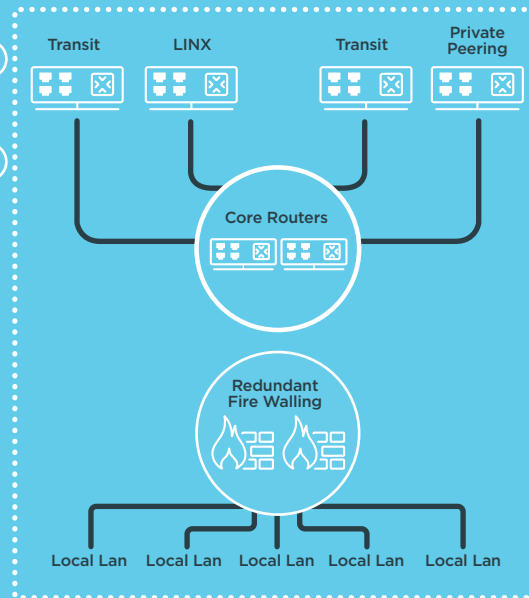
In addition to this, for customers that require High Availability we operate a Full DR location at Everest Reading so you can offer Full Geographical Load balanced services.



Telehouse North



Telehouse East



Reading





OUR PLATFORM

Our PBX consists of a multi-tenant,
brandable fully featured enterprise PBX.

Standard features

- Call transfer
- Music on hold
- Voicemail
- Voicemail to email
- Call recording
- Call forwarding
- Hot Desking
- Time of day routing
- Call waiting
- Call encryption
- Call hold
- Call parking
- Call cascading
- DND
- Anonymous calling
- Follow me
- Presence
- Video calling
- Fax to email Email to fax
- Intercom/Paging
- Call Screening/TPS
- Click2Call
- Call directory
- Advanced call reporting

Feature extensions

- Call queues
- IVR Auto Attendant
- Local and remote call agents
- Monitor, whisper and barge

Optional features

- UC Softphone (Windows, Mac, iOS, Android)
- Instant Messaging
- Custom Wallboard
- CRM integration
- Compliant call recording

Compatible hardware

Our Platform works flawlessly with all of the most popular hardware vendors, straight out of the box and can be auto-provisioned.



Compliant call recording

PBX Hosting can offer your business a range of cloud call recording solutions that will ensure that your business can capture all calls while also remaining compliant with industry regulations. Call recording that is done correctly is an extremely powerful product that has the capability for settling disputes and confirming information.

Our call recording solution provides all the functionality you would need for a business telecoms solution. You will easily have the ability to search and categorise recordings based on time/date, in or outgoing phone number, agent extension, timestamp, recording duration and much more.

Some notable features include:

- 100 percent call capture
- Live monitoring
- On-demand recording
- Multi-tenancy
- Multi-site recording
- Call tagging
- Audit trail
- Call exporting
- Media manager with granular media files relocation and retention rules
- User interface via secure browser log-in
- OWASP Level 2 verified by an established third-party security consulting company
- Flexible cloud-based storage
- File portability for off-site long-term storage
- Elastic licensing model
- ...and so much more.

Contact centres

Call recording is an essential part to any successful call centre

PBX Hosting believes that this process doesn't need to be complicated nor expensive. We are able to offer you an affordable call recording solution that is highly customisable and requires no maintenance. PBX Hosting uses market leading software architecture which is used by millions of users in over 150 countries worldwide.



Compliance



Security
Standards Council®



PCI DSS – The Payment Card Industry Data Security Standard regulations stipulate that no cardholder data (Name, expiry date, PAN, etc) should ever be stored unless it is necessary to meet the needs of your business. In addition to this no sensitive authentication data (SAD) which includes validation codes (CVV2, CVC2, CID or CAV2), PIN numbers and magnetic stripe data can be stored in any digital, audio or video format after it has been authorised. This is the case even if the information has been encrypted. To ensure compliance, PBX Hosting's call recording solution will pause the audio while credit card numbers are being read out over the phone. This way you can ensure that no sensitive data is captured during call recording.

MiFID II – In January 2018 the EU introduced new restrictions on the financial sector in the form of MiFID II. In essence the new regulations expanded on existing regulations on how the financial sector stores call recordings. PBX Hosting can help you to remain compliant with a number of built-in features:

- a. Record 100% of calls or calls to certain extensions using 256-bit encryption.**
- b. Search for particular calls using multi-criteria search and filter tools**
- c. Store all calls for 5 years (or however long you need to) using retention rules**
- d. Time stamp call recordings keeping and audit trail and easy to access recordings**
- e. Permission based access for users**

GDPR – In May 2018 the EU's GDPR (General Data Protection Regulations) came into force. The GDPR is designed to strengthen individual's rights when it comes to organisations collecting/recording/using their personal data. Companies are now required to demonstrate compliance with penalties for not conforming. Business wanting to record calls will need an affirmative action from the person they plan on recording or be able to actively justify the purpose of recording fulfils any one of 6 conditions:

- 1. The people involved in the call have given consent to be recorded**
- 2. Recording is necessary for the fulfilment of a contract**
- 3. Recording is necessary for fulfilling a legal requirement**
- 4. Recording is necessary to protect the interests of one or more participants**
- 5. Recording is in the public interest, or necessary for the exercise of official authority**
- 6. Recording is in the legitimate interests of the recorder, unless those interests are overridden by the interests of the participants in the call"**

Hosted 3CX

Why choose PBX Hosting as your 3CX provider?

PBX Hosting is a Platinum Partner of 3CX and an approved 3CX Hosted PBX provider. PBX Hosting has a team of 3CX Advanced Certified engineers and pre-sales staff to ensure you receive the best advice and products to fulfil your business needs.



3CX is a software based PBX which runs on mainstream operating systems, and works with SIP standard based IP Phones, SIP trunks and VoIP Gateways to provide a full PBX solution – without the inflated cost and management headaches of an 'old style' PBX. Used by more than 30,000 companies globally, 3CX has been recognised for its innovation and cutting-edge technology.

Used by more than

30,000

companies globally



Take your extension anywhere

3CX includes clients for smartphones and Mac or Windows laptops that allow users to use their office extension from anywhere, seamlessly integrated as if they were in the office. Not only are all calls to the office free of charge, but employees can leverage one single number and make a professional impression.

- Take your extension everywhere you go
- All calls to the office are free of charge – slash your mobile phone bills
- Increase productivity – work from anywhere
- One number – Don't give out your personal mobile number

Make and receive calls

Make receive and manage calls directly from your desktop with the inbuilt 3CX Softphone, even when out of the office! With a headset attached the 3CX client can even be used as a full replacement for the deskphone.

- Launch calls on your IP phone from your desktop client
- No additional softphone licence fee
- Easy to use and manage
- Work seamlessly out of the office and save on call costs

Advanced Call Features:

- Never miss a call! Your customers can hang up and still retain their position in the queue. They're automatically called back when they reach the top of the queue.
- Review how long your customers have waited in a queue before your employees took the call and see the amount of answered and unanswered calls.
- Improve customer service by screening calls with the Listen In, Listen In and Whisper and Barge In feature.
Massively increase your employee's productivity by providing advanced call features such as real-time call statistics, wallboards, SLA alerts, a selection of queues and more! The Pro edition also includes seamless Microsoft Exchange Phone book and LDAP integration.

Integration

3CX will integrate out of the box with some of the largest and widely used CRM, ERP and accounting applications in the world! Integration allows a number of convenient features:

1. Call Pop-ups - Display the contact information record on inbound calls as a pop up on the screen.
2. Call Journals - Automatically save the callers contact history and update the caller information directly in the CRM
3. Click to Call - Launch outbound calls directly from the CRM interface with a single click.

With CRM plugins from 3CX, customer records are easily kept up to date and calls tracked with minimal manual data input from sales and customer service personnel – no need for manual call logging. With all this data recorded you are easily able to produce insightful reports on customer and agent activities

Advanced contact centre features available with pro

Never Miss a Call – Advanced Contact Centre Reporting

Traditional proprietary PBX's with call centre functionality have proven to be either too expensive or difficult to set up. 3CX improves this with 3CX Pro, providing call centre management with the information required to monitor call queues in real-time and ensure that not a single call is lost.

- Integrated Wallboard for real-time monitoring
- Detailed reports of longest wait time and abandoned calls
- SLA and Callback Statistics
- Call Back option for customers not willing to wait



| Anywhere
| any device

Power portal

Headline stats

Easy to read headline stats from all your customers. View Inbound and Outbound call stats, what networks and countries are being dialled and the 10 most recent numbers dialled, all at a glance. You can easily change the logo and colour scheme of the portal for a personalised experience for your company.



Full UK number allocation

Offer DDI numbers from any UK geographic area to your customer and instantly assign them to their account. If your customer wants consecutive DDI's then this is also possible using the 'Allocate' tab and selecting how many consecutive numbers your customer requires. These numbers are instantly assigned to your account to use immediately.



The screenshot shows the 'Allocate' tab in the PBXhosting interface. The top navigation bar includes links for Home, Numbers, Billing, Porting, Rates, Phones, and Log Out. The left sidebar has buttons for List, Allocate (active), Search, Find, Allo Hold, and Allo Port. The main content area has a 'Renewal' button and a message: 'This page is for allocating numbers to your PBX. If you allocate a block of consecutive numbers they must be cancelled as a block as it is not possible to cancel single numbers from a consecutive allocation.' Below this is a form with the following fields: 'Select a Country *' (United Kingdom), 'Enter your reference' (CUSTOMER1), 'Select an area from the list *' (0247699), 'Select a server *' (pbxrv4), 'Please select quantity *' (10), and 'Reseller *' (PBX Hosting). There is also a 'Consecutive (UK only)' checkbox which is checked. An 'Allocate Number' button is at the bottom.

pbxhosting
Cloud Communications

Welcome
pbxhosting
Support info

Home Numbers Billing Porting Rates Phones Log Out

List Allocate Search Find Allo Hold Allo Port

Renewal

This page is for allocating numbers to your PBX. If you allocate a block of consecutive numbers they must be cancelled as a block as it is not possible to cancel single numbers from a consecutive allocation.

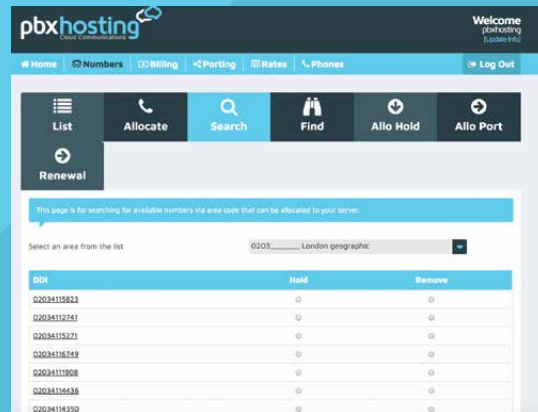
Select a Country * United Kingdom Enter your reference CUSTOMER1

Select an area from the list * 0247699 Country Select a server * pbxrv4

Please select quantity * 10 Reseller * PBX Hosting

Consecutive (UK only) ☒

Allocate Number



The screenshot shows the 'Search' tab in the PBXhosting interface. The top navigation bar is the same as the previous screenshot. The left sidebar has buttons for List, Allocate, Search (active), Find, Allo Hold, and Allo Port. The main content area has a 'Renewal' button and a message: 'This page is for searching for available numbers via area code that can be allocated to your server.' Below this is a form with the field 'Select an area from the list' (0203 London geographic). Below the form is a table with columns 'DDI', 'Hold', and 'Remove'.

pbxhosting
Cloud Communications

Welcome
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Support info

Home Numbers Billing Porting Rates Phones Log Out

List Allocate Search Find Allo Hold Allo Port

Renewal

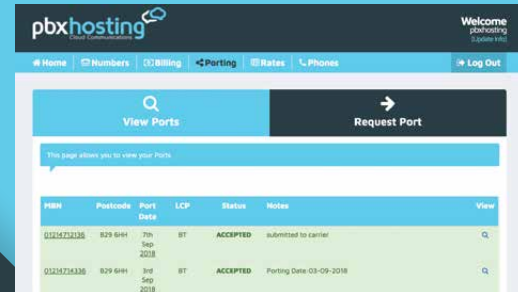
This page is for searching for available numbers via area code that can be allocated to your server.

Select an area from the list 0203 London geographic

DDI	Hold	Remove
02034115623	<input type="checkbox"/>	<input type="checkbox"/>
02034117241	<input type="checkbox"/>	<input type="checkbox"/>
02034115371	<input type="checkbox"/>	<input type="checkbox"/>
02034116749	<input type="checkbox"/>	<input type="checkbox"/>
02034111908	<input type="checkbox"/>	<input type="checkbox"/>
02034114538	<input type="checkbox"/>	<input type="checkbox"/>
02034114350	<input type="checkbox"/>	<input type="checkbox"/>

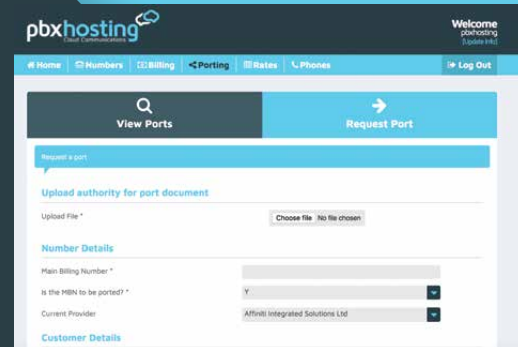
Number Porting

Porting your customers existing DDI's couldn't be easier with the PBX Hosting port request form. The whole process has been automated allowing you to easily request a port for your customer and then track the progress of that port in real time. You will no longer need to chase the current status of your port requests and can keep your customers up to date with progress at a glance.



The screenshot shows the 'View Ports' page in the PBX Hosting dashboard. The page has a navigation bar with links for Home, Numbers, Billing, Porting, Rates, and Phones. A 'Log Out' button is in the top right. Below the navigation bar, there are two buttons: 'View Ports' (with a magnifying glass icon) and 'Request Port' (with a right arrow icon). A message box says 'This page allows you to view your Ports.' Below this is a table with the following columns: HBN, Postcode, Port Date, LCP, Status, Notes, and View. The table contains two rows of data.

HBN	Postcode	Port Date	LCP	Status	Notes	View
0124724336	829 694	7th Sep 2018	BT	ACCEPTED	submitted to carrier	Q
0124724336	829 694	3rd Sep 2018	BT	ACCEPTED	Porting Date 03-09-2018	Q



The screenshot shows the 'Request Port' form in the PBX Hosting dashboard. The page has the same navigation bar as the previous screenshot. Below the navigation bar, there are two buttons: 'View Ports' (with a magnifying glass icon) and 'Request Port' (with a right arrow icon). A message box says 'Request a port'. Below this is a section titled 'Upload authority for port document' with a label 'Upload File *' and a button 'Choose file No file chosen'. Below this is a section titled 'Number Details' with the following fields: 'Main Billing Number *' (text input), 'Is the HBN to be ported? *' (radio button with 'Y' selected), and 'Current Provider' (dropdown menu with 'Affinity Integrated Solutions Ltd' selected). Below this is a section titled 'Customer Details'.

Billing Platform

See how much you need to invoice your customers for calls using the built in billing platform. Easily identify the cost to you as a reseller as well as what you will need to invoice your client, all with the click of a button. The data can be exported to CSV or PDF if you are using your own billing platform. You can even give your client a login where they will be able to view their call cost per extension (not the reseller cost) and delve deeper to see a fully itemised call list for the extensions.

The screenshot shows the PBX Hosting Billing Platform interface. The top navigation bar includes links for Home, Numbers, Billing, Porting, Rates, and Phones, along with a 'Log Out' button. The main content area has a sidebar with 'Billing List', 'Add Bundle', 'List Bundles', and 'Ext Report'. The 'Servers' section shows 'pbxsrv4' selected. The 'Dates' section shows a range from 2018-02-01 to 2018-08-31. The table below shows billing data for resellers on pbxsrv4.pbxhosting.co.uk.

Client Name	Client Company	Reseller Cost
Thomas	PBX Hosting	£15.68
Total Cost:		£15.68

A button at the bottom says 'Go back to server list'.

The screenshot shows the PBX Hosting Billing Platform interface. The top navigation bar includes links for Home, Numbers, Billing, Porting, Rates, and Phones, along with a 'Log Out' button. The main content area has a sidebar with 'Billing List', 'Add Bundle', 'List Bundles', and 'Ext Report'. The 'Servers' section shows 'E00' selected. The 'Dates' section shows a range from 2018-07-21 to 2018-08-31. The table below shows billing data for PBX Hosting Ltd's clients.

Client Name	Client Company	Reseller Cost	Client Cost	Export
Demo	Demo	£0.00	£0.00	
Marketing	Marketing	£0.05	£0.15	CSV
Not Specified	Not Specified	£0.00	£0.00	
Not Specified	Not Specified	£0.00	£0.00	
Not Specified	Not Specified	£0.00	£0.00	
THC Test	THC Test	£0.00	£0.00	
Smith	PBX Hosting	£0.00	£0.00	
Total Cost:		£0.05	£0.15	

Call Rates

Instantly see the current call rates for any dial code from around the world. If you have a client that calls abroad regularly then you can simply search for the destination and get back the entire rate card from that country.

pbxhosting

Cloud Communications

Welcome
pbxhosting
(update info)

Home

Numbers

Billing

Porting

Rates

Phones

Log Out

Rates

Use this search facility to browse our current call rates, all prices are pence per minute (ppm).

Enter description:

Or, enter Dial Code:

Search

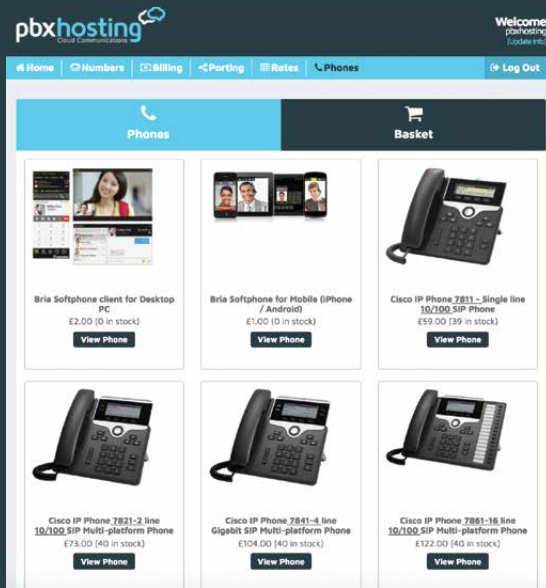
ABCDEFGHIJKLMNOPQRSTUVWXYZ

Global Rates

Description	Dialcode	Sold ppm	Client ppm
UK National		0.58 ppm	0.83 ppm
UK BT Fusion Mobile		10.20 ppm	16.35 ppm
UK BT Fusion Mobile		2.35 ppm	7.00 ppm
UK 3 Mobile		2.35 ppm	7.00 ppm
UK Vodafone Mobile		2.25 ppm	7.00 ppm
UK C&W Guernsey Mobile		13.80 ppm	21.85 ppm
UK C&W Jersey Mobile		12.60 ppm	19.95 ppm
UK C&W Jersey Mobile		13.80 ppm	21.85 ppm
UK C&W Jersey Mobile		2.25 ppm	7.00 ppm
UK O2 Mobile		2.25 ppm	7.00 ppm
UK EE(Orange) Mobile		2.25 ppm	7.00 ppm

Phone Provisioning

Easily order a wide variety of phones and accessories through the portal store. You can order a number of desk phones, softphones, conference phones, DECT phones and much more directly through the portal. These can be delivered to your offices or can be pre-provisioned by us and sent directly to your customer - It really is that simple!





www.pbxhosting.co.uk

Call: 0207 0999 930 sales@pbxhosting.co.uk