

Fully featured VoIP Telephony Service

Colt VoIP Access

Your benefits

- Consolidate your voice services within or across multiple countries, just dealing with a single provider.
- Optimise your cost structure with VoIP technology:
You can use just one IP PBX for all of your sites.
Your internal calls – even between your sites in different countries – are free of charge
- Log in to our online reporting portal to create your own IP/VoIP reports such as call statistics, trunk utilisation and IP packet loss.
- Flexible IP PBX policy:
Either your IP PBX is certified by Colt or we provide dedicated engineering support to set-up VoIP connectivity.
- You can benefit from our more than 15 years of regulatory experience in Europe; we will support you to meet local regulation rules in all of your countries.

The future of Voice

Most PBXes available in the market today are using Voice over IP (VoIP) for their internal communication within the customer premise. Colt VoIP Access lets you now connect your sites with the PSTN using native VoIP technology which will bring several benefits for you.

No need for voice media conversions that are reducing voice quality.

You can communicate between your company sites completely free of charge.

Our IP PBX certification programme is assuring proper interworking between your IP PBX and VoIP Access. Should you have an IP PBX that is not yet certified, you can make use of our dedicated engineering support to get it connected to VoIP Access.

Better connectivity

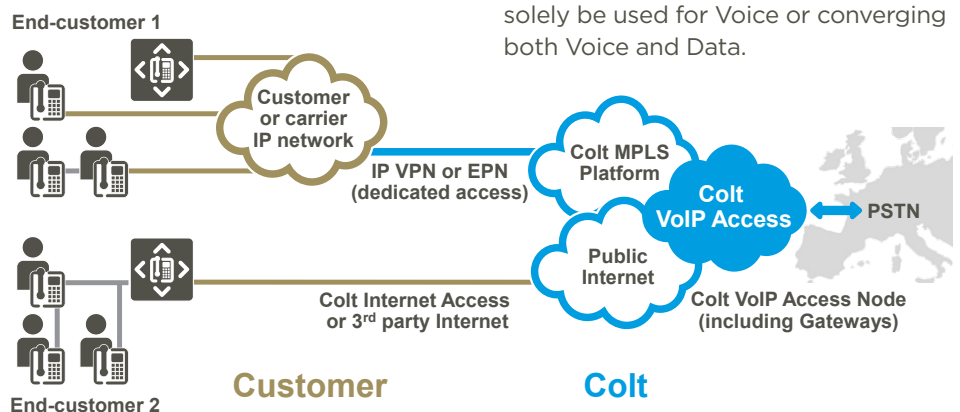
VoIP Access is a mature service which Colt improves continuously based on technology trends and market demand.

VoIP Access works on top of your IP network connectivity between your sites and on the trunk.

Colt is offering a variety of access and connectivity options. We recommend a dedicated IP connection for an excellent call quality by applying Voice traffic prioritisation. The following options are available:

- EPN (Ethernet Private Network)
- IP VPN
- IP VPN + NNI
- IAS (Internet Access Service)

All these connectivity options can solely be used for Voice or converging both Voice and Data.



Alternatively to a dedicated IP connection you can also use an open Internet Access (3rd party) – however as this variant is not offering dedicated Voice traffic prioritisation, we would only recommend it to include smaller sites into your setup.

Online Statistics

VoIP Access is offering a comprehensive reporting package for both VoIP and IP.

You can flexibly create your own VoIP statistics with parameters such as answered calls and average conversation time. All data can be measured per trunk group or destination.

Your reports can be generated either ad-hoc or with history data by just selecting start and end date/time. All statistics can be directly viewed online and exported or e-mailed to you in a PDF or MS-Excel® format.

If you have a dedicated IP connectivity option we provide IP statistics of the network performance including IP packet loss and reachability.

VoIP Compatibility

VoIP Access supports a variety of VoIP standards. We are supporting a number of Voice codecs from high compression (G.729a) to wideband audio (G.722) to enable you the best possible usage according to your needs. Fax will be supported via both G.711 (standard PCM) and T.38 (Fax over IP). We also allow you to use security options for both signalling and audio streams.

We will support you to set-up your IP PBX properly, ensuring that you can make the best use of all desired features.

For those IP PBXes that we have certified for VoIP Access, we will be supplying useful configuration parameters, for others you can make use of our dedicated engineering support to ensure full VoIP connectivity.

Features Overview

Voice features

- Full inbound and outbound service (porting of geographic numbers available in 13 countries)
- Carrier-class service fully compliant to local regulatory requirements such as emergency calls, lawful interception and data retention
- Fraud management through traffic monitoring (unusual traffic patterns, high volumes to fraud destinations)

VoIP features

- VoIP communication protocol: SIP
- Codecs: G.711, G.729a, G.722(1), G.726, iLBC, G.711µlaw (transcoding)
- FAX: T.38 support
- Security and encryption: TLS (signaling), SRTP (audio)

IP connectivity

- IP VPN
- IP VPN provisioning across existing MPLS NNI
- Ethernet Private Network (EPN)
- Internet (Colt Internet Access Service or 3rd party)

Online reporting

- VoIP and IP reports: Call statistics, trunk utilisation, IP packet loss



Resiliency and Disaster Recovery

- Access level:
 - Fall-back IP Access (on-net, dual-homed or via 3rd party access)
 - Multiple trunks
 - PoP redundancy
- Voice level:
 - Re-routing of inbound calls to separate phone numbers
 - Multiple trunks
 - Multi-PBX configuration
- Disaster Recovery call diversion:
 - To an IP address
 - To telephone numbers using intelligent routing functionality

IP PBX certifications

- FColt VoIP Access supports a variety of certified IP PBXes from leading suppliers such as Cisco, Avaya and Microsoft (including MS Lync 2013)
- Dedicated engineering support available for non-certified IP PBX



About Colt

Colt is an international IT services company. We help businesses perform better by removing the complexity around delivering and integrating network, data centre and IT services.

From individual products to fully integrated solutions, Colt provides tailored services to enterprises, small businesses, channel partners and operators.

Our network spans 22 European countries, 20 data centres and we have an increasing presence in the U.S., Asia and Africa. Colt delivers advanced business performance wherever our customers need it.

Our customers benefit from simple, seamless solutions which cut through the complexity of IT services leaving them free to focus on core business objectives.

This is what makes Colt the Information Delivery Platform

About Fuzer

Emerging from a Unified Communications background, Fuzer combines the award winning ESCAUX IP Telephony, Unified Communication and Mobility solutions, together with Colt's Voice and Data Connectivity services and Ceano Cloud applications. Fuzer offers its services to 500+ customers, ranging from 10 to 10'000 users, on the Belgian and Luxembourg market.

Fuzer, active on the Belgian and Luxembourg market since 2004, is a one-stop-shop provider for all your fixed and mobile communication needs. We combine top class products, zero risk service implementation and close customer proximity.

To learn more about Fuzer visit : <http://www.fuzer.net>

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Discuss or simply find out more

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