

## **Calls, Lines and Mobiles**

### **Voice Networks**

I.T.S Wholesale is a multi-network operator allowing our partners the choice of what network is best suited to their business needs.

Using our state of the art XPS web-based portal, partners have access to full provisioning, order status, reporting, CDRs and fault management information on a 24 / 7, and 365 basis.

I.T.S Wholesale can provide you with call solutions that increase your competitiveness in the market place.

As an independent multi-network provider, we are able to offer competitive line rental and a choice of flexible call packages tailored to suit the communication needs of your customers business.

#### **Calls**

With I.T.S Wholesale you can route calls using a number of different options via major network carriers.

#### **Calls**

I.T.S Wholesale offer a wide choice of line rental and call packages, all available via our WLR3 online portal. The portal allows you to provision, make changes and report line faults instantly.

With I.T.S Wholesale you can route calls using a number of different options via major network carriers.

Call Types We can route calls via IDA (Indirect Access), where the call is pre-fixed by an access code or via CPS (Carrier Pre-select), where the CLI is recognised and automatically routed via the correct carrier, each of these options is available via various major network carriers. By using I.T.S Wholesale, you also have the flexibility to route calls over lines that you do not own.

#### **Why offer I.T.S Wholesale Calls and Lines**

Develop potentially lucrative new revenue streams.

Automated order processing and seamless transferring of existing lines.

Dedicated order desk and specialists providing you with Pre and Post-sales support.

We offer the complete transfer of PSTN, ISDN2 and ISDN30 lines.

As a multi-carrier supplier, we can offer you competitive call rates allowing you to compete against BT retail and still generate good margin.

#### **Lines**

Automated order processing across provisioning and assurance delivering enhanced operational efficiency.

## Transferring lines with calling and network services

You can verify which calling and network services are live on a prospects customer's line with WLR3 and make any requested changes before you transfer the line.

This prevents services being inadvertently ceased or wrongly started during the transfer process, typically because they hadn't been recorded correctly in the first place.

### *Accessing information about a prospect customer's existing line inventory*

As long as you have a potential customer's permission, you can access details of their existing line bundles and network calling features.

This will enable you to develop a deeper understanding of the services they are actually using, tailor your proposals accordingly and hopefully win new business as a result.

### *Reducing the likelihood of order rejection*

You can confirm straight away whether an address is correct and likely to be accepted by Openreach, while you've got the customer on the phone. Until now, you had to work on assumptions. When those assumptions were incorrect, orders had to be re-submitted which was frustrating for you and downright annoying for your customers.

### *Reactivating stopped lines*

You can access enhanced site inventory information to see where stopped lines exist and reactivate them, as required. This facility wasn't universally available in the past, which often meant you having to issue new provision orders when it wasn't absolutely necessary to do so.

There's none of that with WLR3. Nor do you and your customers need to pay to reinstall perfectly good lines.

### *Confirming line plant availability*

You can see if adequate line plant is available for the customer's address with WLR3. If more plant is required, you can explain the situation to the customer, request additional plant and give the customer a rough idea of when their line is going to be installed.

There's no better way to establish the fact in their minds that you're in total control of the situation.

### *Selecting and agreeing phone numbers*

You can select a number from an on-screen pick list and agree it with the customer. There's no need to call us, choose a number within their requirements, revert back to them to see if it was acceptable and then confirm that it was to us. Real time number selection with WLR3 reassures the customer that you are in the driving seat.

### *Booking engineer appointments*

Missed engineer appointments are a constant concern for you and for your customers. With WLR3 you can directly book, re-book and cancel provisioning appointments while you've got a customer on the phone. This is a great improvement over the lucky dip approach and somewhat tortuous journey of the past. For example, having to log appointment requests, wait for a response and then maybe

having to inform the customer that the date and time slot they had requested wasn't available. The potential for you to play piggy-in-the-middle was endless.

#### *Automating the business premises movers process*

WLR3 gives you far greater control of the line moving process, taking the heat out of it for you and eliminating anxiety for your customers. Thanks to increased automation, the cease and provide process is far more straightforward and faster. And there are far fewer opportunities for manual fallouts. If an engineer visit is required, you can book that on our portal too!

This will enable you to develop a deeper understanding of the services they are actually using, tailor your proposals accordingly and hopefully win new business as a result.

#### *Testing lines yourself*

When a customer calls to report a line fault, you can conduct a line test while you're speaking to them. While this feature won't in itself reduce repair times, the information you pass on to your customers should certainly enable you to better manage their expectations and enhance their perception of you as their provider.

#### *Keeping you informed about fault resolution*

With WLR3, you can manage faults independently via the portal. You will be kept up to speed with their progress on fault resolution front via automated messages, saving you the hassle of calling. Openreach will let you know when the repair cycle is complete and the fault has been cleared, so you can tell the customer. This should eliminate many complaints typically those arising from people taking time off work to wait for an engineer, when the fault has already been found and resolved outside their home.

## **NTS**

I.T.S Wholesale Number Translation Services (NTS) offer highly competitive rebates and the support of a high function portal.

I.T.S Wholesale offers highly competitive rebates on Number Translation Services (NTS) with the support of a high function portal which can be rebranded with your business logo, allowing you to provide a service directly to your customers.

The NTS numbers we offer: **0300, 0330 0800, 0844, 0845, 0870, and 0871**

#### *NTS Products*

We provide a suite of NTS call management products, that can be bundled together to help manage customer calls. Some of these are summarised below:

#### *Call Queuing and Hunt Groups*

This is a popular product within the call centre environment as it allows calls to be held in the network whilst agents are busy, then distributed to agents in pre-defined ways e.g. Sequentially, rotated to all users, to a set ratio or to the least busy user.

### *Voice to email*

Allows your customer to pick up their customer calls during out of hours

### *Time of day Routing*

Allowing you to configure calls to reach different destinations at different times of the day.

### *IVR Menus*

Callers select different options to reach their intended department.

### *Location Based Routing*

Calls can be diverted to different destinations depending on the location of the caller.

### *NTS Provisioning*

Partners can have their own number ranges and allocate them to their customers as they wish. We have over 2 million NTS and PRS numbers available to use.

### **SIP Trunking**

Wholesale SIP Trunking offers partners access to automated provisioning and management functionality on a stable and reliable platform.

I.T.S Wholesale has recently launched a new SIP trunking service, creating an exciting new opportunity for our partners who have traditionally found managing such services too time consuming, complex and based on platforms that they have not been able to demonstrate as a true alternative to PSTN.

Our service raises the bar in respect of SIP trunking quality and service wrap and is available via the leading XPS platform. Offering partners automated access to the features via XML. The system allows automated provisioning and management functionality based on a stable and reliable platform.

### **Mobiles**

Just one tariff and simple bolt on

No catches, just true wholesale pricing

Avoid 24-month contracts,

Dedicated mobile specialist support

Designed specifically to unlock the channels potential for realising mobile revenue, the One and Only Tariff removes the traditional barriers to market for the re-seller community.

Gone are complex tariffs with too many options, replaced with one simple unlimited based tariff alongside simple bolt on that empower you to determine your own margins. There is also no need for upfront cash requirement to support kit as we now move to outstanding value "SIM Only" options. Not only does this reduce ongoing credit risk, as sim only, your customers do not have to be tied into to 24-month contracts. With the One and Only Tariff, 30 days' notice is all we need to cancel.

No more revenue share schemes and bonuses just true wholesale pricing - simply buy for £X and sell for Y.

Finally, mobility made simple.

### **Become a I.T.S Partner**

Become a Wholesale Partner and benefit from a long-term, profitable partnership.

Apply Now

Let's Talk

Arrange a call back at a time that suits you.

03339 874 549