



Maintel Voice Services

Discover how Maintel's SIP
and voice services are evolving

Introduction

Business voice services continue to have a key role to play whether connecting customers or colleagues.

The closure of the UK's traditional voice network by the end of 2025 is an industry-changing event. As a result, all businesses will have to move off ISDN and PSTN to alternatives, sooner rather than later.

And as businesses look to remain competitive they need the replacements to be flexible and secure, without being Capex intensive. And they need to represent good value for money.

Maintel's ICON SIP UK services provide next-generation connectivity for inbound and outbound telephony. They have all the traditional calling features of ISDN, but are more flexible and come with lower costs.

Our new Phonline+ replacement service delivers a great alternative to traditional PSTN. But with Phonline+ you get added features like a choice of user interfaces, self-service capabilities and, unlimited call packages.

Our approach

Maintel can connect your site to the voice network via the internet or privately. By delivering your service privately via our ICON platform, you get a host of added benefits:



SBC as a Service

Maintel can supply a Session Border Control (SBC) "as a service" as part of IP SIP UK. The cost is included in your monthly charge so you don't need to make a large capital investment in your own SBC hardware.



Multiple vendors

Maintel is vendor agnostic so we will work with you to deliver the best access product to connect your site to our ICON SIP UK platform. Our SIP platform is connected to multiple voice carriers to ensure we can deliver the best solution to meet your needs. Using multiple carriers means we can ensure you get the best value for money.



Bridge to ICON

Taking our ICON SIP UK service delivers many benefits. Once connected we can help you leverage your investment in ICON. Maintel can deliver a host of services down the same infrastructure, such as unified communications, contact centre solutions, SD-WAN, security and many more.



International SIP connectivity

As the world gets smaller our UK based customers are increasingly looking to add SIP services to their international sites. Maintel works with partners allowing us to offer services to most European countries and other regions around the world.



Key features



Flexibility

Unlike traditional ISDN services which are inflexible, Maintel's SIP service allows businesses to expand and contract the number of SIP channels as requirements change.



Helping you to manage spend

Maintel's spend management tools will help you manage the potential risk of misuse. They alert you to heavy usage so you can investigate whether it's genuine or potentially fraudulent activity.



Resilient

The ICON SIP UK platform is fully resilient with access to multiple voice carriers ensuring we can offer you added resilience when you need it and ensuring we can route your traffic in and out of the optimal route.



Self-service

An inbound call management feature can be accessed through an easy-to-use web portal. It allows you to manage your entire number estate and business continuity plans.



DDI's and Porting

We will supply you with the geographic or non-geographic number if required. Our partners also have porting agreements with all major voice providers.



Predictable budgeting

By providing you with a call bundle per SIP channel, we ensure your SIP charges are smooth and predictable.

Take a stepping stone to SIP

The UK ISDN withdrawal date at the end of 2025 is significant and will not move.

Even though 2025 may seem some time away, you won't be able to add or change existing ISDN services when your exchange goes "end of the sale." And this is starting en-masses from October 2021.

So if you are a business that may not currently have the budget, skills or resources to do a full Cloud transformation in time for these deadlines, then Maintel has an option for you.

Our ISDN to SIP migration proposition will de-risk your business from these impacts.

We'll connect your traditional PBX to our ICON SIP UK platform via private connectivity.

On your site, we'll connect an ISDN to SIP conversion device. This is deployed on a zero-touch basis and Maintel will manage it in life through an advanced dashboard.

This approach means you can plan your full cloud transformation at a time that suits you!

Wrapped up in a monthly charge you'll get the benefits of SIP technology instantly plus the commercial benefits of lower ongoing costs when compared to ISDN.



PSTN replacement

Traditional PSTN services will be fully withdrawn by the end of 2025. But you will not be able to order new lines in exchanges notified for “end of sale”.

The impacts of “end of sale” start to become serious from October 2021 as large numbers of exchanges, in some very prominent cities, get notified.

Maintel is ahead of the game with the launch of our Phonline+ service. Phonline+ is a competitively priced, simple hosted VoIP solution for businesses in the UK. As an alternative to single line PSTN landlines, it runs over a broadband line with internet access.

Phonline+ supports the basic telephony features expected from a traditional landline, but also offers a number of value-added features you'd expect from an advanced IP based service.

The service can be accessed via traditional analogue handsets, IP Phones, Desktop app or mobile devices.

Maintel can supply the broadband line, the voice overlay service and also the IP handsets or analogue terminal adaptors (ATA's) if you'd prefer to retain your existing analogue phones.

The service includes unlimited UK mobile and landline minutes so it comes with no monthly surprises!

Work more efficiently

Take calls from whatever device you want, wherever you are.

Don't worry about the handset

We'll supply new IP handsets or a converter if you want to retain your handsets.

Improved customer experience

Choose how and when your customers can get in touch. Make instant changes in PhoneLine+ by altering your call handling preferences and your availability with a click of a mouse.

Manage your contacts

Store all your business essential numbers in one place using the Contacts function. Synchronise your contacts from your mobile phone.

Control your spend

Unlimited calls to UK landlines and mobiles, making budgeting easy.

Flexibility

Easy user interface designed to be intuitive and familiar in its choice of icons.

Why Maintel?

Transforming digital business

A fast-growing provider of managed communications services for both private and public sectors, we're experts at securely connecting our customers in the office, on the move, and in the cloud.

We make collaboration and communication simple, flexible, and secure for your employees, partners, and customers through our committed people and high quality managed services.

Technology leaders

At Maintel, we have built on four decades of experience to deliver our core expertise in unified communications, contact centres, workforce optimisation, security, mobile and connectivity services. By combining skills and technologies from vendor and carrier partners, with highly accredited capabilities of in-house experts, we can provide complete end-to-end solutions delivered on-premises or via the cloud.

Working with experts

Our deep understanding of enterprise customer requirements, combined with our track record of successful solution delivery, means that we have the experience to design and implement the optimal blend of cost-effective technologies and services. We combine contact centre, Wi-Fi, cloud, and networking solutions from best of breed providers to keep costs predictable and as low as possible.





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