

## VoIP Express

**What is VoIP Express?** VoIP Express is a feature-rich, Hosted Voice over IP service designed for single user environments.

**What features are included?** Each VoIP Express account includes the following features:

- > **Web-based VoIP Express User Portal** This simple to use yet comprehensive portal enables customers to manage their VoIP Express account online. All call features can be edited via the portal and all changes made to the system are updated immediately. (See VOIP Express User Handbook PDF).
- > **UK geographical (01/02 number) / non geographical (0845) number** Each VoIP Express account includes one UK geographical (01/02) or non geographical (0845) number. You can choose an area code and telephone number at the point of sign up.
- > **Voicemail** One voicemail is included in the VoIP Express account. Customers can retrieve voicemail from their phone, by email (voicemail will be delivered to a designated email address as a WAV file) or from the VoIP Express User Portal where you can listen to and download the voicemail file.
- > **Call forwarding** Customers can forward incoming calls to a different telephone number via the User Portal. A standard VoIP Express call charge applies when a call is forwarded to a chargeable outgoing telephone number.
- > **Caller ID withheld & anonymous call rejection** Customers can choose to hide their VoIP telephone number for their outgoing calls ensuring the recipient of the call does not see the customer's VoIP telephone number. Customers can also choose to reject all calls received without any CLI presentation. (Block number withheld calls etc).
- > **Black list** A black list is a call screening facility that allows customers to block unwanted incoming calls. An incoming call from a number on the customer's black list will be blocked or diverted to voicemail.
- > **White list** A white list is an advanced Do-Not-Disturb feature. If the white list is activated and has no numbers entered it will block all incoming numbers. If a telephone number is added to the white list the system will allow calls from that specific number through to the customer.
- > **SMS** Via the VoIP Express User Portal you can send SMS messages to mobile numbers. Outgoing text are charged at 10p per text.
- > **Tariff checker** Customers can check the tariff for a destination before they place the call by entering the number into the tariff checker on the VoIP Express User Portal.
- > **Real-time call data** All call information is available within the 'Call History' section of the VoIP Express User Portal in real time for information and monitoring purposes.

- Free setup
- Choice of number with UK standard area code
- 30 Day Contract
- Pre-pay Service
- Free calls to other Redbox/Entanet VoIP users