



Welcome to the Summer edition of Comms News from Datasharp. As usual there is a lot going on in the telecoms world. Traditional telephone system sales are up 6% on the year compared to the same period last year. The VoIP market has seen volumes up by 41% which represents VoIP penetration running at more than 30% in the UK marketplace. It's a busy time for us as companies continue to take up new technologies and upgrade their existing systems for better more efficient models. Datasharp has yet again won the Siemens Customer Care Award for the fourth year in a row which is an outstanding achievement for us and proves how much we value our customers and after care. As always, we are here to help so please do take advantage of our free onsite telecoms appraisals. You may be surprised as to what savings can be achieved and how you can benefit from new technologies coming into the marketplace. Thanks again very much to all our new and long standing customers and we look forward to a continued relationship with you all.

Yours truly,

Mark Wilson  
Managing Director

### Changes to 0870 Numbers

OFCOM have announced changes to the regulation of non-geographical number services within the UK. It was concluded that a major shake-up of non geographical numbering is required to give these numbers clear meanings for customers and to provide viable alternatives for businesses using these numbers.



The main changes are outlined as follows:

- From February 1<sup>st</sup> 2008 all revenue shares from 0870 will cease. Callers will be charged the same as any other national rate call.
- 0871 will become ICSTIS regulated and therefore be subject to increased regulation.
- The introduction of 03XX numbers will be available from July 2007 for companies, public bodies and non-profit organisations who require NTS features but without revenue share. Charges will also apply for calls received to 03 numbers. We expect charges to be announced by September 2007.

- For the short term a price cap will be applied on calls to personal numbers and the use of 07XX ranges for personal numbers will end by 2009. A new 06 range has been reserved for possible replacement.

Please contact us if you would like to address any changes as a consequence of this new legislation.

### Siemens Xpressions Compact – now with e-mail notification

The latest Siemens Xpressions Compact integrated voicemail for HiPath 3000 V6 now comes with e-mail notification and an on-board DLS server for IP phones:

- Up to 3 e-mail addresses can be assigned to each mail box.
- Can choose to have the voice message attached as a WAV sound file.
- Can record both sides of a conversation direct to your mail box.
- You can specify exactly which extensions get notified when a message is received in a group mail box.
- All the usual facilities for message forwarding, distribution lists, message broadcasting etc.

### Would a Hosted VoIP Service be More Suitable for Your Business?



Any business looking to update their telecoms will be considering Voice over IP (VoIP). This is the way that everything is moving and one fundamental question is deciding between having your own VoIP phone system and using a Hosted VoIP

Service. So why would one choose Hosted VoIP over having your own system?

- Apart from using IP phones, there is no central hardware required for hosted VoIP – you just pay a monthly user service charge (the IP phones can be purchased or leased)
- There are no upgrade costs as you immediately benefit from any upgrade made to the central servers that reside in a secure data centre in London.
- If you have more than one office, people working from home or travelling then hosted may be more appropriate.

- If you move premises then you can keep your numbers wherever you move to in the UK.
- If you are concerned about 'disaster recovery' then a hosted service means you can move to anywhere with a broadband connection and plug in for service.

### Upgrading an Existing System for VoIP

Many existing systems can be upgraded to use either IP phones and/or connecting externally using VoIP:

Siemens: HiPath 3000 V5 or V6 systems just require the VoIP card. Earlier HiPath would also require a new processor board. Hicom systems would require a new cabinet but most of the cards can be reused.

Samsung: OfficeServ systems require the VoIP card. DCS systems require new cabinet and cards.

Nortel/Norstar: BCM systems already have the capability. Norstar systems require the cabinet and cards replaced by a BCM system.

### Business Lease v Outright Purchase

There are of course pro's and con's to either outright purchase where the equipment is yours from day one and you have no interest to pay or lease financing which spreads the payments and creates smaller and more manageable charges but there is a compelling argument for lease finance as shown below:

The main benefits of leasing are ones of cash flow and that lease payments are tax deductible. e.g.

- Cost of new Phone System **£5000**
- 3 Year Finance Lease @ £170.20 per month (1+35)
- Total Payable = £173.60 x 36 = **£6,249.60**
- You pay **£1,249.60** interest over 3 years
- Leasing is 100% tax deductible so assuming tax rate is 30%
- £6,249.60 x 30% is **£1,874.88**

The reduction in tax to be paid (£1,874.88) more than covers the interest charge (£1,249.60). Using this lease finance model you create small, manageable payments with potentially no extra charges to pay. Definitely worth considering next time you come to acquire any new office equipment.

### VoiceStation 500 Audio Conference Phone

The VoiceStation 500 is ideally suited for desktops, offices and



other small rooms. With a microphone range of up to 2 metres, the VoiceStation 500 is ideal for small conferences with three to four participants and in addition features Bluetooth technology for connecting to mobile phones and PCs. It also features an applications port for wired connections where Bluetooth is not available. Its compact industrial design fits well on a desk or small table, making it a great solution for small offices.

- Connects to your mobile phone for hands-free voice conferencing
- Switch from your mobile phone to the VoiceStation 500 during a call
- Make hands-free calls from locations without analogue phone lines
- Connects to your PC for calls over the Internet
- Use the VoiceStation500 for calls over Skype, PC soft phone clients, Polycom PVX videoconferencing software, or any other voice communications through your PC.

### Polycom VoiceStation 500

**£299 + VAT**

### Customer News

#### Word Processing Services

Business services company, Word Processing Services, recently upgraded their Siemens HiPath to enable VoIP telephony with its additional site and two remote workers. Calls between its own sites are now free with the new VoIP solution.

#### B-Loony & Chiltern Magazine Services

Promotional balloon printer, B-Loony and business information broker, CMS have installed the Tim Professional call logging software for better call reporting and staff management.

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