



Welcome to our groundbreaking telephone technology

endless opportunities in a new age

## A breath of fresh air...

*A digital telecommunications company based in the Canary Islands supplying small to large businesses with a fully managed telecoms solution, great prices & a good service.*



### Our Partners



Although Avance Telecom has been incorporated fairly recently,

our partners have a vast experience in the telecommunications market, and not only provide fundamental services to thousands of business, but they are also at the front of telecommunication development.

**Performance Telecom**, one of our partners based in the UK has worked for over 10 years with major UK and European Telco's to

provide an array of services to companies of all sizes.

Our partnerships guarantee a stable system and reliable service for the years ahead, and guarantee Avance Telecom's ability to keep you up-to-date with the latest developments.

With Avance Telecom, you are in safe hands.

### No nonsense telephone services

**“they are professional, their products & services are fantastic and great value.”**

*Cameron - Director - Wave-SEO*

Let us show you how we can transform your business with technology you need to be using now to lower costs and increase sales. We talk sense and we deliver. Whether you are a one-man band or large corporation, we will show you how, simply, we can make a big difference to your bottom line. There are no hidden costs. We are readily available and friendly talk to talk to. Give us a ring now on +34 902 750 815.

We provide the telephones, we install them, we teach you how simple functions work like call transfer. We custom design each system from a massive range of features we have developed, and will implement the best telecom system you have ever had.



Our service standards will renew your faith that it is possible to

receive an outstanding support from a telephone company.

**“digital telephony has improved our sales, marketing and lowered our costs.”**

*Greg - Manager - Active Adventures*

Our team of highly skilled engineers, developers and administrative staff are working hard to bring you the latest in telecommunications technology, so you can do more, for less. Let us give you a free analysis of your business's current telecommunication system, and show you how we can lower costs and increase benefits.

## Benefits and cost savings are clear

*Digital telephony allows us to provide your business with a better phone system with a cost saving. The investment is affordable and the possibilities will amaze you.*



### Benefits

#### More Sales

We can increase your sales by reducing missed calls from potential customers, improving your company's image, providing a UK number to your system for UK customers, improving the response time to phone calls and increasing call quality aiding the sale process,

**“I was really surprised to see how much Avance Telecom improved our sales.”**

*Toby Hilton - Call Centre*

#### More Money

**“If profitability is key, then Avance Telecom's services are essential.”**

*James Manyoni - Managing Director*

Let us improve your profits by drastically reducing your international call rates, eliminating the need to install and/or maintain an office PBX system, reduce inefficiency in call handling which directly reduces your phone bill and helping you to increase sales. Do not miss this opportunity!

#### Less Hassle

Our system is simple, and extremely well supported by our professional and experienced support team. Let us take the strain of your telecom system off your hands so you can focus on what you do best...your business.



### Other Benefits



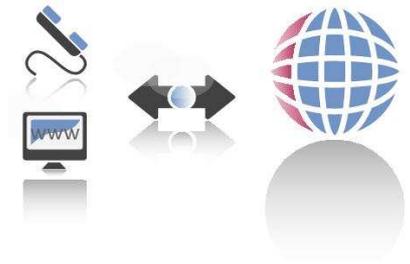
Other benefits include the non-geographic nature of our system, allowing you to connect multiple locations/offices together on the same network. Should you move office, the system has no bulky hardware and your phone numbers are portable to any new location.

The system is scalable, expanding or contracting to the size and needs of your business. No more difficult investment decisions on expensive hardware that you may not be able to use in twelve months. There are many more benefits, so contact us to learn more.

### Contact Us

## 21<sup>st</sup> Century Network

*We only connect to BT wholesale's 21<sup>st</sup> Century Network for end-user tails which provide us and you with the reassurance that quality is as far as possible guaranteed.*



### Data connection



Our business broadband is for the sole use of business customers. This is what makes it so good. No one downloading from bit-torrent sites or streaming music and video files, just pure business applications running over a business grade 21st Century Network. We are dedicated to provide low contention business grade service for applications such as voice & business email. Faster business surfing as well as high download rates is a winning combination to boast end-users connectivity to the web.

### Voice connection

As each end-user tail connects

back directly to our core network, this allows us to control the upload and download speeds of customers' connections; this means we are able to prioritise traffic in and out of our network which gives a better customer experience including any traffic that stays on our network, such as voice. We prioritise the flow of the

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**Our data uplink to connect our customers to the rest of the world is completed by resilient links to both the public internet and organisations such as Linx.**

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voice packet data whilst still maintaining a good quality data flow for other traffic. If customers require a large amount of voice channels, then our 'Multitalk' provides constant voice channels over a small amount of bandwidth, allowing customers with a large amount of

analogue lines to have a replacement alternative at a fraction of the cost.

Fast, reliable data access is always a tall order for some providers whose main priority is to get as many customers connected at a low cost. This may be good in the consumer world, but for business users this comes with big drawbacks. Bandwidth is heavily contended which means downloads as well as uploads are restricted due to the volume of connections sharing the backhaul bandwidth. Whilst our service is still shared among customers, our end-user tails share bandwidth between hundreds rather than thousands of connections. Added to this we only connect to BT Wholesale's 21st Century Network for end-user tails, which provides us with the reassurance that quality is almost guaranteed.

### Uplink

Our data uplink to connect our customers to the rest of the world is completed by resilient links to both the public internet and organisations such as Linx. This allows diverse routing both in and out of the core network, again assuring our customers that everything possible is being done to increase the resilience of their connections.

## Expand your Telephony Capabilities

Avance Telecom covers almost every thinkable feature that you will need to enjoy a fully professional telephone system operating with state of the art technology.



### List of main features

Hold	☑
Call Transfer	☑
Call Park	☑
Online Click to Call	☑
Send SMS	☑
Receive SMS	☑
Voicemail	☑
Fax to email	☑
Fax to Mailbox	☑
Alerts	☑
Automatic Page Announce by T&C	☑
Call Recording	☑
Class of Service	☑
Conferences	☑
Hunt Groups	☑
IVR Menus	☑
Call Screening	☑
Whisper Announcement	☑
Comfort Message	☑
Force Call Name	☑
Temporary Routing	☑
DND (Do Not Disturb)	☑
Call Waiting	☑
Call Diversion	☑
Time & Day Routes	☑
Caller ID Routes	☑
Fax Spam Blocker	☑
Pattern Menu	☑
Page Group	☑
Feature Codes	☑
Music on Hold	☑
Queues	☑
Pick Up Group	☑
Call Announcements	☑

## We are here to help

*Whenever you need assistance, support, or maintenance we are easy to get hold of, and make sure your are satisfied with our response.*

### Help

+34 902 750 815 is the Avance Telecom support number. We also supply training to a key member of your staff with each product and system we install. We provide Easy Use manuals to your staff so they can learn how to use their telephones with ease.



### Maintenance

We offer both rental and purchase options on our hardware. Should you have any problems we will provide a replacement handset until we can determine the problem and fix your phone.

Have **complete peace of mind** that your hardware is covered by our in-house support team, knowing that we are here to assist should the need arise.

### Ongoing Support

Take worry out of the equation. At Avance Telecom we have a range of experts on hand in our support team. Our standard support cover available **FREE** with each installation covers you from Monday to Friday, 09:30 to 17:30. Should you require support outside these times we can arrange that too.

### NEW! Proactive Support Program

Avance Telecom have pioneered a Proactive Support Program for our customers. This involves an analysis every three to six months completed by our team with you, on how you are using your telecom system, and whether we need to adapt it to suit changes in your business's approach. This has proven to help prevent future problems, such as realising the need to increase your number of concurrent calls (lines) as a result of more successful marketing programs, or to alter your automated call distribution system so it responds better to changes you have made to your team.

As we work with you to help you get the most from your telecom system, **we are working together with you to help your business succeed**. After all, the better your business does, the more calls your will need to make! Get in touch with us to find out how we can support you and your business on 902 750 815.