

Hosted PBX

Gibtelecom

Gibtelecom's Hosted PBX solution is an easy to use, Voice over IP phone system designed for businesses that want all the upside of their own in-house telephone system, without any of the downsides of owning and operating one. It's centralised in our state of the art data centres within Gibraltar so there's no physical hardware to install, maintain, or upgrade in your premises, other than the physical handsets. Direct integration with your mobile phone is a key feature of the system so you can carry your office extension with you wherever you are.

The system can flex, allowing you to add or remove users to suit your needs. Our engineering and infrastructure teams provide an efficient, round-the-clock service to all of our customers.

Benefits of Gibtelecom's Hosted PBX:

Flexibility	Cloud Hosted PBX allows you to connect from anywhere in the world using your VoIP phone or desktop PC.
Advanced features	Access to a wide range of features at no extra cost. Call centres, Automated Attendants, Direct integration with mobile phones
High-quality voice calls	High quality calls over the internet with voice prioritisation and other packet loss resilience schemes.
Scalability	Scale up or down in proportion to your business requirements. Reserve resources and pre-allocate space for future expansion meaning you do not pay for unutilised resources which may or may not need in the future.
Increased redundancy and disaster recovery	Highly redundant infrastructure with dedicated resources and servers which can be activated in seconds in the event of a natural disaster.
Real-time monitoring and report analysis	Cloud Hosted VOIP systems give you access to real-time statistics and monitoring of all the activities in your PBX.
Security	A dedicated team of highly specialised professionals working to make sure VoIP service is fully secure and protected.
Carrier-grade infrastructure	<ul style="list-style-type: none">• Geographically dispersed technology centres• Carrier-grade voice breakouts• Redundant fibre-optic transport network
Pay as you go or term contracts available	
Fully managed or part-managed solutions available	
Basic Handset models included in rental price	

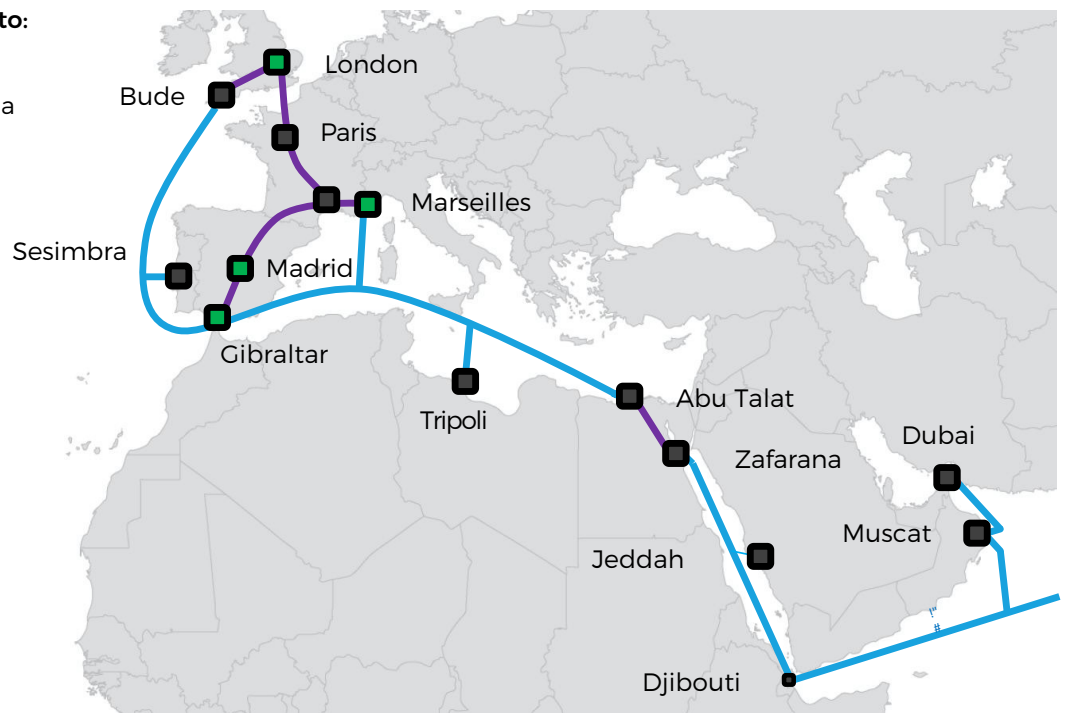
Carrier-grade international voice network

Voice interconnects to:

- AT&T
- Telefonica de España
- British Telecom
- Vodafone
- iBasis
- PCCW

Diverse breakout locations

- Gibraltar
- Madrid
- London
- Marseilles



Delivery: multi service access

Delivered via single circuit - voice does not transit through the internet

On-premises voice network

- Overlay (provider managed)
- VLAN (customer managed)

Delivery: dedicated access

Single multi-service edge delivering, internet & carrier-grade SIP

High-availability SLA

Presented via fully managed Session Border Controller on premises

On premises voice network may either be:

- Overlay (provider managed)
- VLAN (customer managed)

Service assurance

Delivering and maintaining a premium product requires the backing of significant infrastructure and support mechanisms. Our trained engineers and support staff allow us to provide service assurance which is second to none. Gibtelecom operates a state-of-the-art Network Operations Centre (NOC), manned by highly trained engineers who monitor networks and services on a 24/7 basis. This allows proactive diagnosis of any faults/issues that may occur on the network. Providing a single point of contact for fault reporting and resolution, as well as escalation via direct telephone and email support, including engineer support in the event of DDoS attacks towards customer networks. The NOC function is backed by Gibtelecom's Broadband & Transport Network Team as well engineering and infrastructure teams which ensure that our resilient backbone and network are maintained to provide efficient, problem-free service to all of our customers.

Phones

Cisco 6800 Series



- Low cost phones
- Enterprise-grade quality with a similar experience to the 7800/8800 Series

Cisco 7800 Series



- Highly-active voice users
- High-quality wideband audio
- Backlit grey scale displays
- Speakerphone on all models

Cisco 8800 Series



- Administrative workers, managers, and executives
- Colour display and Bluetooth
- Optional key expansion modules

Cisco IP Dect 6823



- High resolution display
- Backlit keypad
- Bluetooth LE 4.1 for headsets
- Emergency button for inter-network notifications

Cisco CP 8832



- Graphical display
- Ethernet switch
- Keys
- Call control support



Cisco 8841 MPP Phone



Features:

- Account codes
- Alternate numbers
- Anonymous call rejection
- Audio ringback (custom/color ringback) authentication
- Authorization codes
- Auto attendant
- Auto attendant greeting recording
- Auto callback
- Automatic hold/retrieve
- Barge-in exempt
- Blind call transfer
- Broadworks mobility
- Broadworks receptionist
- Broadworks supervisor
- Busy lamp field
- Call capacity management (configured by service provider)
- Call center monitoring
- Call center user
- Call forwarding always
- Call forwarding always (ring splash option included)
- Call forwarding always secondary
- Call forwarding busy
- Call forwarding no answer
- Call forwarding selective (ring splash option)
- Call intercept group
- Call intercept user
- Call me now
- Call notify
- Call park
- Call pickup
- Call recording
- Call return
- Call transfer
- Call transfer with third party consultation
- Call transfer with three-way consultation
- Call waiting
- Calling line id blocking
- Calling line id blocking override
- Calling line id blocking per call
- Calling line id delivery
- Calling name delivery
- Calling number delivery
- Calling line ID delivery enhancement
- Cancel call waiting charge number classmark
- Clid delivery prefix
- Configurable calling line ID
- Configurable extension dialing
- Configurable feature codes
- Consultation hold
- Custom ringback – audio (group)
- Custom ringback – audio (user)
- Custom ringback – audio (user)
- Device inventory
- Direct inward/outward dialing direct route
- Directed call pickup
- Directed call pickup with barge-in
- Directory number hunting
- Distinctive alert/ringing
- Diversion inhibitor
- Do not disturb (ring splash option)
- Emergency zones
- Enhanced call logs
- Enhanced equal access provisioning
- Enhanced outgoing calling plan
- Executive
- Executive assistant
- Extension dialing
- External custom ringback
- External source for music on hold
- Flexible seating guest
- Flash call hold
- Forwarded calling plan group night
- Forwarding group paging
- Group resource inventory report
- Home zones (configured by service provider)
- Hoteling
- Hunt group enhancement (assigned only to hunt groups)
- Hunt groups
- Immediate voice mail
- In-call service activation
- Incoming calling plan
- Instant group call
- Integrated IM&P
- Last number redial
- Legacy automatic callback
- Location-based call restrictions
- Loudspeaker paging
- Mobility
- Multipath forwarding
- Multiple call arrangement
- Music on hold
- Music on hold user
- Mwi delivery to mobile endpoint
- Network wide messaging
- N-way calling
- Outgoing calling plan
- Parking stations
- Personal assistant
- Personalized name and greeting recording (personal)
- Physical location
- Pre-alerting announcement
- Printable group directory
- Priority alert/ringing
- Push-to-talk
- Remote office
- Route list
- Route point
- Security classification
- Selective call acceptance
- Selective call rejection
- Sequential ringing
- Shared call appearance
- Silent alerting
- Simultaneous ringing personal
- Speed dial 100
- Speed dial 8
- System voice portal
- Third-party voice mail MWI
- Three-way calling
- Transferred calling plan
- Two-stage dialing



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