

xln | cloud voice

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iPBX that...VoIP this...

Forget the jargon!

Simply put, it's a better phone system for your business.

XLN Cloud Voice allows you to make very low cost (or even free) phone calls over an internet connection instead of a traditional phone line. The call quality is high definition and there are built-in features to help present your business in a more professional way.

What's more, because calls are made over an internet connection, you can make or take calls around the world. The line is also more reliable, and it's far easier to add new users and grow your business.

1000's of small businesses are switching to digital Cloud Voice to take advantage of dozens of features that aren't available on traditional phone lines.

Cloud Voice - helping growing businesses keep on growing.

If you're interested in taking your business digital or have any questions, call our specialist Cloud Voice team on **0800 652 0293**.

Five stars

"I've never experienced such amazing, friendly service from a telecoms provider (or any other business in fact!)"

Susie Wagstaff



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The digital future of landlines

With low cost calls and dozens of useful features, cloud-based phone systems are the next must-have for small businesses.

Future proof your business

Traditional phone lines are quickly becoming obsolete. Landlines are going digital - and XLN Cloud Voice ensures you keep pace with a changing world. This becomes especially significant as you grow. Cloud Voice is built to allow you to add multiple users without adding complication.

Without breaking the bank

You would think that adding so many extra benefits would cost a lot more. But because new digital phone systems are hosted in the cloud and run through your fibre connection, they are a lot more affordable than you think.

With free handsets and a huge variety of free or low-cost features to boot, Cloud Voice is the most affordable way of scaling your communications.

5 years of great service

“Over the years, I’ve had hundreds of companies ringing to get my business, but they couldn’t get close to XLN’s prices.”

Dean Roberts



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Phones with benefits

An XLN Cloud Voice package is crammed with dozens of business-boosting benefits – here are some of the most popular

A more professional business

Auto Attendant

Connect callers to an automated personalised greeting and menu of options to ensure the call gets directed to the right person.

Call Hold

Place an existing call on hold, and then retrieve the call to resume the conversation.

Hold Music and Messaging

Set up and maintain a personalised audio source that can be broadcast to callers in various scenarios.

Time Schedules

Define time schedules for your phones. e.g., set to answer machine when out of the office.

Disaster recovery

Information and customer details are held in the cloud. If something goes wrong all the specific data we're referring to is held safe and secure and can be recovered if needed.

Anonymous Call Rejection

Reject calls from anonymous parties who have explicitly restricted their identities.

Never miss a call again

Hunt Groups

Allow multiple users to take calls at the same time. This ensures that no matter how busy you are or how much your business grows, you never miss a call or a sale again.

Group Calling

No matter which phone you dial from, your number can appear the same. Invite multiple people to join your business calls.

Call Forwarding

Redirect incoming calls to another phone. Customise to forward at specified times, only when you're busy, or even in reaction to certain numbers.

Managing your calls

Call Recording

Record calls for training and quality purposes, and store them in the cloud.

Selective Call Management

Reject calls when pre-defined criteria, such as phone number, time of day or week, are met.

Local Area Code Dialling

Dial local telephone numbers without having to dial the area code.

Call Blocking

Block the identity of the outbound calls you make.

(Additional charge applicable).



Excellent service for 16 years

“Would recommend XLN to anyone needing a reliable supplier. The staff have always been friendly and efficient.”

John Atkins

★ Trustpilot



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Free handsets or mobile and desktop functionality

We offer you some of the best handsets and newest mobile functionality on the market - all packed with high-tech features and handy benefits.



Free desktop handset

Yealink T46U

RRP £249.90

- 4.3 Inch 480 x 272 pixel colour display
- Supports up to 16 lines
- Pre-configured Cloud Voice service - just plug and play
- 1 year warranty



Cloud Voice Express Mobile & Desktop App

Features:

- **Remote** - Take your business with you
- **Always-On** - 24/7 access to business calls
- **Flexibility** - Make/take calls from mobile or business number
- **Functionality** - Get all the features of Cloud Voice on your mobile and desktop
- **Agility** - Compliment fixed premise handsets with the agility of a mobile and desktop app



Free cordless handset

Yealink W53

RRP £169.90

- 18 hours talk time / 200 hours standby time
- Up to 50m range indoors - 300m outdoors
- 4 simultaneous calls per base
- 1 year warranty



Why XLN Cloud Voice?

Since 2002, we've championed exclusively small business deals for phones, broadband, card payments and energy. So we jumped at the opportunity to provide a product that was easy-to-use, budget-friendly and feature-rich.

Simple set-up

Setting up XLN Cloud Voice is easy and shouldn't take you more than a few minutes. However, in the unlikely event you do hit a stumbling block, our award-winning agents are just three rings away.

Never miss a call

For small businesses, a call can mean a sale – and with tough margins to manage, every call matters. Cloud Voice makes sure you never miss a call, or a sale, ever again. You can easily and professionally re-route calls to your mobile or other colleagues, anytime, anywhere.

Protecting your pocket

We know every penny matters for small businesses, so we've minimised the set-up costs. Keeping your number is free and we won't charge installation or activation fees once a data connection is set up.

To top it all off we will also provide you with market-leading handsets completely free of charge.

5-Star Service

Dedicated Cloud Voice support teams are on hand and trained specifically to deal with you.

Their expertise is unrivalled, and has helped us to achieve more 5-star Trustpilot reviews than BT, TalkTalk, Plusnet and Virgin. It also led us to victory at the National Customer Experience Awards in both 2018 and 2019.



XLN 4.5/5
RATED EXCELLENT

A person wearing a grey suit and a blue shirt is holding a black cup of coffee with a latte art design. The background is dark and out of focus.

Excellent professional company

“Always a very professional, efficient service. XLN always resolve any issues promptly. Why can’t all providers be like this?”

Alan Woolley

★ Trustpilot



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Getting started with your XLN Cloud Voice package

- **How is VoIP different?**

With VoIP your voice traffic is delivered over your fibre line, which is faster and more reliable. It is a future-proof solution and comes with an array of business enhancing features and a free digital handset worth up to £249.90.

- **Will Cloud Voice slow my fibre down?**

No, it shouldn't slow your fibre speeds down. Voice traffic doesn't use much bandwidth - it will have a far greater impact on broadband than Fibre. It's the perfect time to move to a faster, more reliable connection.

- **Is there a minimum speed for Cloud Voice?**

If you have a fibre line, you don't need to worry. If you have an ADSL connection, we suggest a minimum of 8Mb, but we may be able to offer you a fibre upgrade at a really competitive price – you'll get a high-speed fibre line and Cloud Voice service.

- **Can I keep my existing number?**

Yes, you can. Although you do not need to. If you would like a new number, you can choose from a local area or national business number.

- **Do I need a dedicated fibre line?**

No, you do not need one, however, to guarantee the best possible experience for both your voice and data traffic and to get your business running ultra-fast and ultra-reliable, a dedicated fibre line is ideal for businesses with more users/ demands and offers peace-of-mind.

- **How long does it take to get set up?**

New users with no porting get provisioned in one working day, a single line port and new dedicated fibre line typically take 10 working days, and multi-line and ISDN ports typically take 20 working days.

For customers choosing a tariff including the Mobile & desktop app, they can be configured to start using the same day - then when the handset and switch is ready, it can be plugged-in for use.

- **What do I need for Cloud Voice?**

All you need is a working broadband connection, ideally fibre and router for the Cloud Voice handset to plug into. If you take Cloud Voice Express, all you need is an iOS or Android device for the mobile app and a Windows or a Mac for the desktop app.

- **Are there any cancellation fees?**

Yes, fees apply where a cancellation request has been made prior to the completion of the contract term.

- **How many handsets can I have per license?**

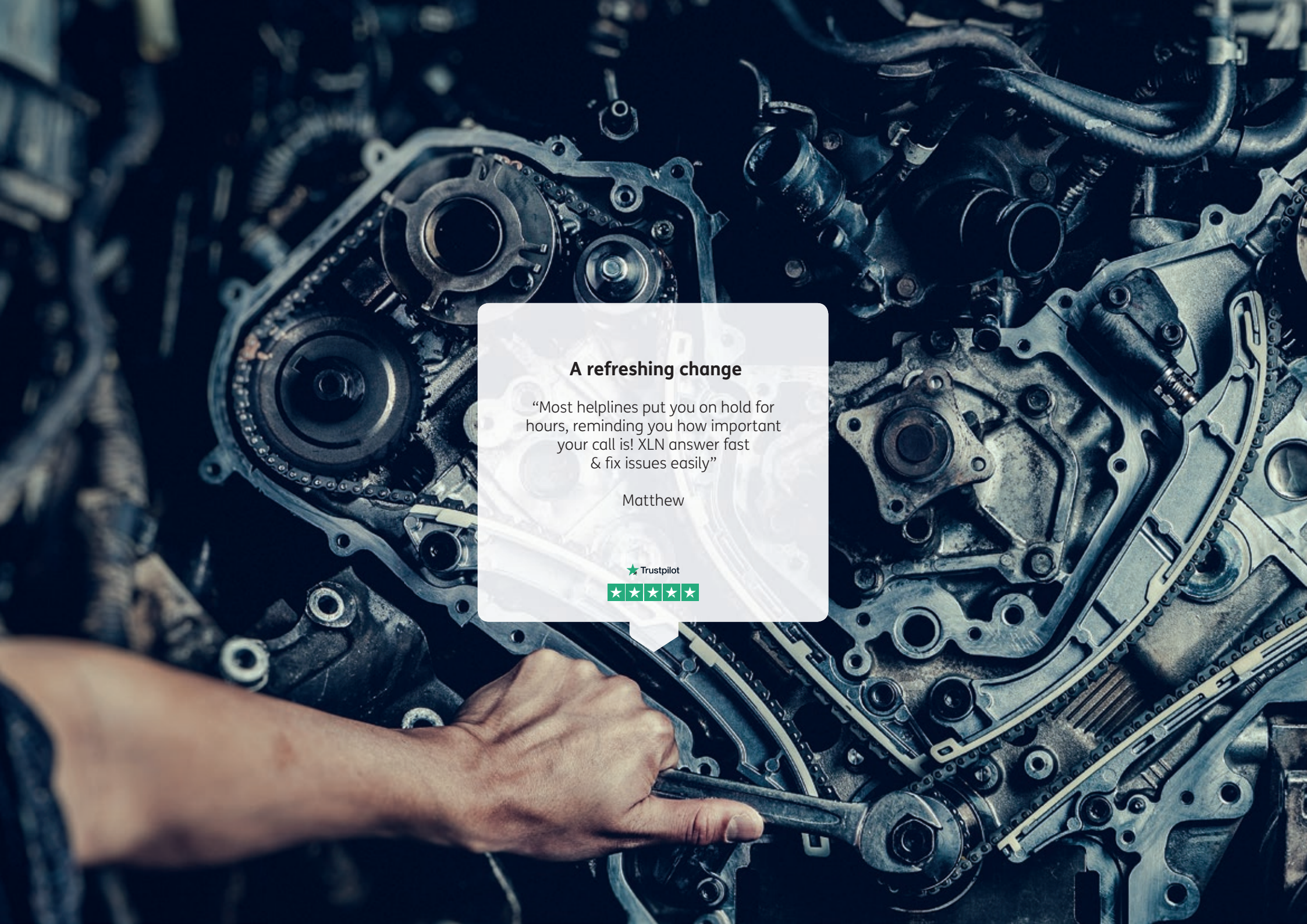
You can't take additional handsets without the user license. If you need 4 handsets, you will need to take 4 tariffs. The handsets and app capability are provisioned for an individual user.

- **How many apps will I get?** You can get app functionality for every user. One user gets access to one app. But, with 4 users, while you will get 4 username and passwords, you will only be able to log in to any one account on one mobile at one time. This applied for both the mobile app-bolt on, Complete and Express.

- **Is functionality the same on the app?**

Most features are manageable in the app and all are available, for example, if you have multiple Cloud Voice Express tariffs, these could all be set up with a Hunt Group. The mobile app works in a very similar way to the handset, it just routes through your mobile rather than the VoIP phone.

- **Will it show my business landline or mobile number?** If you take the app capability, you get to choose whether outbound calls from your mobile show as originating from your mobile number or your business landline number.



A refreshing change

“Most helplines put you on hold for hours, reminding you how important your call is! XLN answer fast & fix issues easily”

Matthew

★ Trustpilot



xln | savings

Save £££'s in a heartbeat.

The more you choose, the more you save

In our experience, lots of suppliers means lots of stress.
That's why we offer all the business essentials you need in one
hassle-free call. You lose the pain of dealing with multiple suppliers,
and you gain savings that build with every new product.

Call **0800 652 1779**
or visit **xln.co.uk/why-xln**



Phone



Broadband



Fibre



Wi-Fi



Mobile



Pay



Cloud Voice

We've helped over
700,000 small businesses save over £1 Billion
switching from Barclays, British Telecom, British Gas, Eon,
iZettle, Npower, O2, Payment Sense, Plusnet,
Retail Merchant Services, Sky, TalkTalk,
Virgin, Worldpay ...

★ Trustpilot



XLN 4.5/5
RATED EXCELLENT



Plusnet BAD



Sky BAD



BT BAD



Npower BAD



Virgin Media BAD