



## voice services

### Premium Voice

#### Replace your Telkom lines

ARC Premium Voice is an IP based voice service which enables phone calls through the internet via ARC's network instead of using a traditional fixed line. Premium Voice is a business-grade, toll quality solution offering a complete voice service which can replace any existing telco infrastructure, allowing for increased control and cost savings.

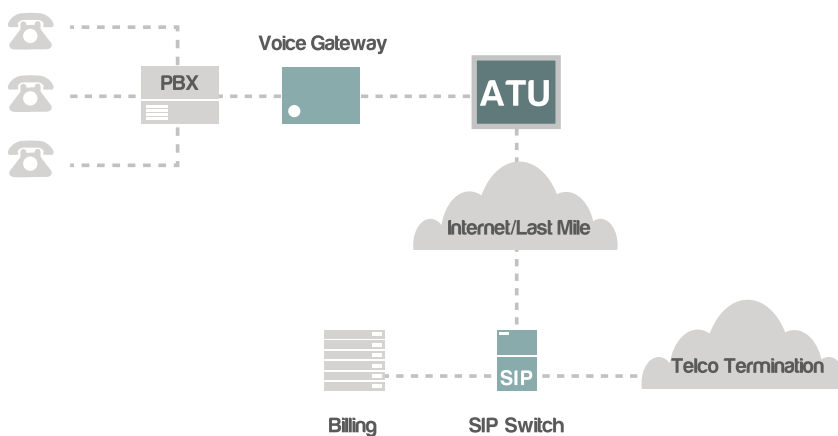
Premium Voice can be delivered via a range of ARC last mile access technologies and offers flexible, scalable packages that can be customised to the needs of the business. The solution is able to carry all voice traffic, including cellular, local, regional, national, international, in-bound, on-net and inter-branch calls.

With the benefit of geographical number portability, Premium Voice allows businesses to keep their main telephone numbers which removes the hassle of having to change phone numbers that suppliers and customers already know.

#### How do I know if ARC Premium Voice is right for my business?

- Does your business need a high quality solution to replace your existing fixed lines?
- Are you looking to reduce your total telephone expenses?
- Would you like to convert to an IP Voice service but don't want to change your main business telephone numbers?

### Typology Diagram



### Features

- All-in-one business voice solution
- High quality voice termination
- Favourable rates on both outbound and inbound voice traffic
- Free on-network calls including inter-branch
- Range of access technologies to choose from
- Can be complemented with internet access and data services
- Single access medium suitable for both voice and data requirements
- Interfaces with most PBX systems

### Benefits

- Save on your total phone bill – inbound and outbound calls
- Number portability options available
- No need for large PBX capital investments and product upgrades
- Single provider for voice, internet and data requirements
- No PBX capex required for integration with existing systems
- Flexible and scalable - backed by Service Level Agreements (SLAs) with 24/7 monitoring and dedicated support

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