



MTALK Webcall

MTALK Webcall uses Voice over Internet Protocol (VoIP) to integrate voice traffic into your business's traditional data network. This enables you to make voice calls over the Internet, significantly reducing both monthly communication costs as well as the amount of infrastructure your business requires.

This works for any business that has an ADSL or leased line, as it allows your telephone calls and electronic communications to be routed over the same network, potentially cutting your international call bills in half and allowing free communication between your company branches. You can make and receive VoIP as well as standard public network telephone calls, automatically switching between the two systems if a line is unavailable.

Anyone whose connectivity is based on a fixed monthly price can use MTALK Webcall to reduce their normal phone bill without increasing their connectivity costs. It is quick to install, with no disruption or downtime, and is backed by MWEB Business's 24-hour support and maintenance.

The MTALK Webcall suite includes numerous product offerings: Prepaid, Pay-per-Call, Global, SA, and mobile minute plans. This provides bandwidth saving and compression features that retain the quality and/or speed of your existing data network when voice traffic is added. It also provides access to the MWEB Business VoIP and lowest-cost routing platforms, your own VoIP telephone number, online billing and call detail records.

ALL PACKAGES INCLUDE:

- Up to 1 000 'anytime' minutes, included at no extra cost, and savings of up to:
 - 12% on national calls
 - 35% on cellular call
 - 60% on international calls
- A one-to-one consultation to help you select the package that best suits your business, and demonstrate the possible savings for your company specifically.
- A FREE 087 number – for which other service providers might charge you extra.
- All the software you need.
- Online billing that's trackable and updated daily.
- An Account Manager dedicated to your business.
- Technical support 24 / 7 / 365 from MWEB Business's team of expert technicians.

ADDITIONAL BENEFITS:

- Any inter-branch calls, or calls to any other MWEB Webcall subscriber are absolutely FREE.
- **Your network stays secure:** Our Webcall system integrates with your existing security and firewalls – so your network isn't compromised in any way at all.
- **Daily updates make tracking easier:** track your calls online with our easy itemised reporting system, so you'll always know how much you're spending or how many of your 'anytime' minutes you've used.
- **Access to and listing in our new VoIP directory:** you'll be able to find other users you can call for no cost, because they're also Webcall subscribers, and other users will be easily able to find you.



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PRODUCT OPTIONS

1. MTALK Webcall SA: This VOIP package is ideal for those businesses where the bulk of calls are made from fixed lines to local or national numbers within South Africa. The following packages are available:

MTALK WEBCALL PACKAGE	'ANYTIME' MINUTES INCLUDED AT NO EXTRA COST	MONTHLY SUBSCRIPTION FEE
SA 100	100 local minutes	R35
SA 200	200 local minutes	R50
SA 500	500 local minutes	R105
SA 1 000	1 000 local minutes	R170

2. MTALK Webcall Global: This VOIP package is ideal for businesses where the bulk of communication costs incurred are for international calls. The following packages are available:

MTALK WEBCALL PACKAGE	'ANYTIME' MINUTES INCLUDED AT NO EXTRA COST	MONTHLY SUBSCRIPTION FEE
GLOBAL 100	100 international minutes	R45
GLOBAL 200	200 international minutes	R70
GLOBAL 500	500 international minutes	R135
GLOBAL 1 000	1 000 international minutes	R190

3. MTALK Webcall Total: This package is ideal for business that make international, local and national calls and calls to cellular phones in equal proportions. The following packages are available:

MTALK WEBCALL PACKAGE	'ANYTIME' MINUTES INCLUDED AT NO EXTRA COST	MONTHLY SUBSCRIPTION FEE
TOTAL 100	100 local, international and cellular minutes	R105
TOTAL 200	200 local, international and cellular minutes	R190
TOTAL 500	500 local, international and cellular minutes	R355
TOTAL 1 000	1 000 local, international and cellular minutes	R650



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COST COMPARISON:

	MTALK WEBCALL RATE	CURRENT FIXED LINE RATE
Peak calls to national Landline	45 c / min, charged per sec From the 1st sec	65c for the 1st 60 sec or part thereof, thereafter 65c / min, charged per sec
Off-peak calls to national Landline	25c / min, charged per sec From the 1st sec	65c for the 1st 120 sec or part thereof, thereafter 32.5c / min, charged per sec
Peak calls to local Landline	45c / min, charged per sec From the 1st sec	65c for the 1st 100 sec or part thereof, thereafter 39.2c / min, charged per sec
Off-peak calls to local Landline	25c / min, charged per sec From the 1st sec	65c for the 1st 210 sec or part thereof, thereafter 18.6c / min, charged per sec
Peak international landline Calls	From 35c / min, charged per Sec from the 1st sec	From 90c / min, charged per sec with minimum charge of 65c
Off-peak international Landline calls	From 35c / min, charged per Sec from the 1st sec	From 80c / min, charged per sec with minimum charge of 65c
Peak cellular calls	R1.45 / min, charged per sec From the 1st sec	R1.89 for the 1st 60 sec or part thereof, thereafter r0.94 per 30 sec or part thereof
Off-peak cellular calls	R1.09 / min, charged per sec From the 1st sec	R1.17 for the 1st 60 sec or part thereof, thereafter r0.59 per 30 sec or part thereof
Calls to other branches or MWEB Webcall users	FREE	Standard landline rates apply as above



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CASE STUDY: How much could your company save?

ACME Company employs 15 people. Every person makes on average five business calls per day during peak hours from fixed lines to cellular phones. Each call lasts approximately five minutes. If ACME used MTALK Webcall Total 1 000, with all hardware and connectivity included, the business could save R4 168 per month:

Based on 375 peak min per day to cellular calls (8 500 min per month), this saving is achieved as Follows:

Using current fixed business line:

- Average per call cost: R9.43 per call
- Daily spend or $R9.43 \times 5 \times 15$: R707.25
- Monthly spend ($R707.25 \times 22.67$ working days): R16 033.36
- Line rental: R148.68 per month
- **Total = R16 182.04**

- **Using MTALK Webcall Total 1 000:**
- Subscription and hardware: R640 per month
- 1 000 'anytime' minutes: R0 (included at no extra cost)
- 7 500 minutes remaining, charged at call cost of R1.45p/min: R10,875
- Line rental 4MB line with 1GB traffic: R499 per month
- **Total = R12 014.00**



MTALK Webcall

MWEB Business's MTALK is a sophisticated PBX solution that is ideally suited to any business wishing to install or upgrade their telephony system in order to benefit from the cost-savings of the Webcall packages.

Offered in conjunction with best-practice supplier Avaya, this product is based on The Avaya IP500 – a highly modular IP telephone system designed to meet the needs of home offices, standalone businesses and networked branch and head offices for small and midsize organisations. It gives growing companies a complete solution for telephony, messaging, networking, conferencing, customer management and unified communications.

PRODUCT FEATURES

MTALK PBX addresses basic telephony needs, leverages built-in convergence capabilities and capitalises on robust unified applications to deliver intelligent communications to your users and customers. It simplifies processes and streamlines information exchange within systems to create simple and effective communication experiences.

The MTALK PBX phone system supports a wide range of telephones, but the Avaya 5400 Series Digital phones and 5600 Series IP phones have been specifically designed to work with its IP Office hardware and software set-up. All IP500 hardware is flexible, simple to configure and install, and can scale up to 272 telephones and 8 T1/E1 trunks through a stackable, modular approach. You only pay for what you need, and the system can be affordably upgraded as and when your business dictates.

Built-in networking capabilities enable MTALK PBX to work seamlessly between multiple locations or branches, supporting centralised voicemail, IVR Routing and call conferencing. A Hot Desk feature allows login to any extension from any phone, as well as VPN access where necessary. Its simple PC-based Phone Manager application makes for easy operation and management with functions like speed-dial, transfers, TMS reporting and forwarding.

MTALK PBX delivers full voice functionality with a comprehensive set of features. The IP Office system can be configured as a voice-only PBX, using traditional circuit-switched lines, or as an IP telephony server using high-speed ISDN/PRI dial-up access and/or direct leased line connectivity and/or SIP trunks.

It also includes a robust set of tools for administration (Manager), call tracking (SMDR), system monitoring and diagnostics (System Status Application). The ability for users to manage their own calls is supplied through a simple GUI (Phone Manager). Phone Manager functionality can be enhanced through simple licensing and to support IP softphones.

The Following Additional Applications Are Also Available:

- Synchronizing voice mail messages in an email inbox for easy message management
- Scheduling conferences
- Uploading documents for real-time viewing
- Managing audio privileges for conference calls
- Using agent reporting and wallboards for call centre environments



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The Auto Attendant application enables callers to route their calls to the relevant department/person without the need to speak to an operator/receptionist. Receptionists/operators can take advantage of the SoftConsole GUI application to present a professional view of the business to all callers. TAPI (Telephone Applications Programming Interface) support enables IP Office to be linked to Microsoft Outlook and other popular desktop applications for screen pops and PC-based telephony management. Investment protection is offered through handsets supported by several Avaya platforms, and provides a migration path that is forward and backwards compatible. IP Office supports IP and digital telephone operation, with large display desktop phones with sophisticated screen-driven feature access. Single button on/off control and menu driven displays are available for selected features for ease of use.

PRODUCT BENEFITS

MTALK PBX combines the reliability and ease of a traditional telephony system with the applications and advantages of an IP telephony solution, helping businesses to reduce costs, increase productivity and improve customer service. It allows you to take advantage of the cost-savings offered by VOIP or SIP telephony, and works seamlessly with PRI, BRI and analogue technology. The system supports analogue, digital, IP or SoftPhones.

Much of the support and maintenance can be conducted remotely, without the need for costly site visits. MTALK PBX's monitoring software detects potential problems before they affect your business, thereby minimising down-time and ensuring that the system always functions as efficiently as you need it to.