



Hello, we are **vivi**

Why choose vivi?



Guaranteed call quality

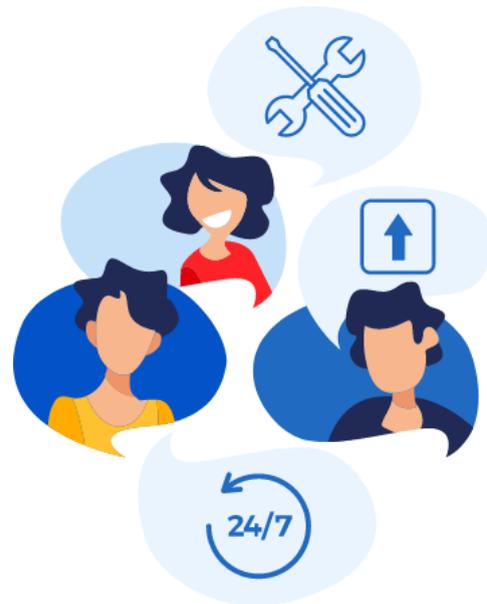
When it comes to call quality, we believe businesses should not make compromises. We are a business network, and only provide services to business customers, we deliver calls without compression and we do not compromise on quality. Calls carried over our network are higher quality than a BT landline or ISDN.

Really great service and support

We have a tight-knit, well-trained team to make sure that when you need help, we deliver. When you call us, you will most likely, speak to the same people, day in, day out. When you need help just dial 100, it's free 24/7.

Hassle-free, speedy installation

Any hardware that you order from us will be pre-configured to your exact requirements prior to dispatch, meaning you just have to connect the devices to your internet-enabled network and they will be ready to use within a few minutes.

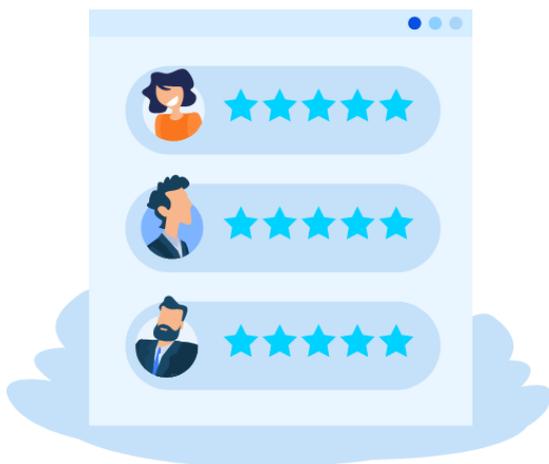


Lifetime guarantee

We guarantee your devices for the life of your contract. If something goes wrong, then we will replace items quickly and provide free handset upgrades wherever possible.

We love our customers

We build long-term relationships with our customers. We are very proud of our record of high-level customer service and are constantly developing new ideas and projects to improve our products and provide you with the best service and experience possible.



Key System Features



Unlimited users

A phone system that grows with you, add extra users at any time



Auto-attendant menu system

Allow callers to choose an option/department to be put through to eg "Press 1 for Sales"



Personalised announcements

Greet your callers with personalised messages



Music on hold

Play music to callers when placed on hold



Live billing

Stay in control of your spending with a live view of monthly use, per extension



Live call stats

View live call statistics anytime you need to



Time-based call routing

Route calls depending on the day and time of day, perfect for out of hours services



Ring/hunt groups

Distribute incoming calls to individual or groups of users



Voicemail to email

Have your voicemails emailed directly to you as an audio file



Online system manager

View live call and billing information, download and pay for invoices, plus make instant phone system changes



Free 24/7 support

Our support team are available whenever you need it, anytime of the day



Click to call

Instantly click to call any number displayed on your chrome browser



Call stacking/queuing

Ensure that callers never hit an engaged tone, calls are stacked and handed to you from the cloud



Call forwarding

Send calls to another extension, or external landline or mobile number



Call whisper

Detect which service the caller is looking for, or use to differentiate between separate companies.



Inbound caller ID

View caller ID/telephone number of the inbound caller



Call hold

Easily place calls on hold



Call transfer

Transfer calls to other extensions, regardless of their location



Call conferencing

Hold conference calls with your colleagues or clients



Call divert

Divert calls to another extension, or external landline or mobile number



Temporary close service

Schedule closed periods in advance, or instantly, perfect for bank holidays or extended closed periods



Follow me services

Allow your incoming calls to reach up to 5 different destinations simultaneously, including your desk phone



Call barring

Block any inbound or outbound calls



Remote call pick-up & takeover

Pick up and/or takeover calls made to other extensions by intercepting the call



Remote call monitoring

Listen in to a live call on another extension, perfect for staff training



Unified phone book

All users can have access to a centralised list of contacts



Custom music on hold with announcements

Play announcements with or without background music to callers placed on hold



Call recording

Record all incoming and outgoing calls per extension



Fax to email

Send incoming faxes directly to an email address



Reverse caller ID

View the number that the caller dialled – perfect if you have multiple businesses



Group ID

Group ID works on your phone's screen showing the name of the group, department or company your caller selected



Sim card extensions

Turn your mobile into a complete phone extension without having to reply on wifi or mobile data connection



the IP phone network



Talk Plans

We have plans to suit all budgets and requirements, all backed up by our vivi care plan.

All talk plans include the full system features as detailed above and you can choose your own contract duration, starting from just a 30-day commitment.

If you are unsure of what plan would suit you best just contact our friendly customer care team

Flat Rate	Talk Lite	Talk More	Talk Unlimited
£6.00 Per user per month	£9.50 Per user per month	£13.50 Per user per month	£16.00 Per user per month
× Free minutes	200 Landline & 200 Mobile Free minutes	2000 Landline & 2000 Mobile Free minutes	Unlimited Landline & Mobile Free minutes
Unlimited Inbound calls	Unlimited Inbound calls	Unlimited Inbound calls	Unlimited Inbound calls
24/7 Tech support	24/7 Tech support	24/7 Tech support	24/7 Tech support
✓ Keep your number	✓ Keep your number	✓ Keep your number	✓ Keep your number
✓ Freephone number	✓ Freephone number	✓ Freephone number	✓ Freephone number
FREE TRIAL	FREE TRIAL	FREE TRIAL	FREE TRIAL

For our most up to date talk plans please visit our website www.vivivoip.co.uk



Hardware

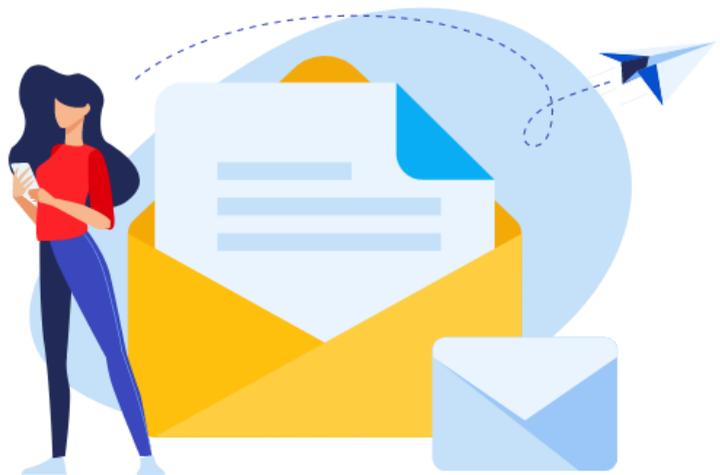
vivi offer a range of hardware to complement your business, from desktop phones, cordless phones, VoIP sim cards and routers

For full specification details and latest pricing please visit our website www.vivivoip.co.uk

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