

Sure Telephony Solutions Isle of Man

Solutions that help you connect.

If your business wants to improve customer service, increase efficiencies and reduce costs, Sure has Professional Service specialists to help select the right telephony solution for you.

- A dedicated design team to help you select the perfect combination of telephone switches, voicemail systems, voice recording, IP telephony, call distribution and call logging management systems.
- Our Silver Partnership status with Mitel combined with over 20 years' experience working together means we are well placed as the premier Mitel solutions provider to the Isle of Man. We can help you understand how to benefit from cost savings and increased efficiency by tailoring your telephony solution to your specific business needs. We have great value maintenance services to keep you up and running whatever happens, so you can concentrate on your core business.
- Do you travel extensively? We can help you integrate your mobile and landline solutions to keep you working wherever you are.
- All solutions are completely scalable, so your phone system will ensure your business can continue to grow.

Industry-leading Products

Sure partners with leading suppliers that have best in class products.



Mitel is a global provider of business communications and collaboration software and services. For more than 35 years, thousands of businesses worldwide have invested in and relied on Mitel's market-leading portfolio of communications solutions, managed services and network services to help them improve their business performance and service delivery. Mitel operates in over 100 countries, with a sales and service organisation of over 70 offices, in conjunction with over 1,600 value-added resellers and partners around the world.

Mitel solutions are highly scalable, secure, simple to manage and optimised to meet evolving communication needs. With unmatched reliability and scalability, they enhance employee productivity, increase customer service, reduce costs and generate new revenue streams.



Red Box is a recommended partner of Mitel and a leader in the voice recording space. They have been operating in the voice and data recording business for over 25 years. As one of the fastest growing businesses in its industry, the company has built a strong reputation for its expertise in compliance recording, quality of its software and the experience and dedication of its people.

Red Box's Quantify Recording Suite plays a vital role in enabling organisations across financial, contact centre, government and public safety sectors to record, search and replay telephone calls and other conversations for fact verification, investigation of business activities and quality monitoring.

NextGen Voice connectivity

We offer both analogue and digital lines to support your telephone needs. By working with you to understand your requirements, we will advise you what type of line is the right one for your business.

If you have existing ISDN or standard telephone lines with another local provider, your numbers and line rental can be transferred across to Sure to give you savings as well as a single point of contact and solution for all your business telephony requirements.

Sure Business Phone (PSTN) Lines

Enjoy free calls and significant savings on your business landline bills with Business Phone from Sure International. Every time you make a call, you will benefit from our great call rates.

Business Phone options

There are three variations of Sure Business Phone. Select the package that best meets your requirements:

- Sure Business
- Sure Business Local - free local calls
- Sure Business International - free calls to UK, Ireland and local fixed and mobile numbers, as well as reduced international calling rates

Key features

- From £14.16 per month
- **FREE** calls to all Sure and IOM mobiles¹
- **FREE** calls to local fixed lines¹
- **FREE** calls to UK and Ireland fixed lines²
- International calls from just 5p per minute
- No change to your existing telephone numbers
- 12 month contract term
- No migration fee

¹with Sure Business Local - free for first hour - 5p per minute thereafter

²with Sure Business International - free for first hour - 5p per minute thereafter

Switch from MT to Sure for free

After signing up, Sure will work with your current provider to move your line over seamlessly to our network. Your monthly rental and call charges will be with Sure, and there is no need to change any of your existing numbers.

Benefits

- Lower line rental charges: save money every month
- Cheaper call charges: our low rates save you money when you make calls

- Flexible choice: choose the correct package for your usage patterns to maximise savings
- One convenient monthly bill: your line rental and calls from Sure all come on one accurate monthly bill
- Excellent support: making life easier with just one number to call for queries and support

What will Business Phone cost?

There is a monthly rental charge for the line and associated call tariffs depending on your call requirements:

	Sure Business	Sure Business Local	Sure Business International
Monthly Rental	£14.16	£16.66	£19.16

Other charges and options

To move a line or reconnection of an existing service where no engineering work is required			£40.00
New connection where engineering work is required			£115.00
Voice Mail ¹	FREE	Caller display	£0.80
Ex directory	FREE	Star Services	£0.80
Withhold your number (number mask)	FREE	Star Services including call barring	£1.67

Sure Business Phone (PSTN) Lines

Call charges	Sure Business	Sure Business Local	Sure Business International
IOM Fixed Lines	£0.05	FREE	FREE
IOM Sure Mobiles	£0.05	FREE	FREE
IOM MT Mobiles	£0.05	FREE	FREE
UK Fixed Lines	£0.10	£0.80	FREE
UK Mobiles	£0.10	£0.80	FREE
Ireland Fixed Lines	£0.10	£0.80	FREE
Ireland Mobiles	£0.10	£0.00	FREE
Int. Zone 1 Fixed	£0.10	£0.10	£0.05
Int. Zone 1 Mobile	£0.10	£0.10	£0.05
Int. Zone 2 Fixed	£0.20	£0.20	£0.10
Int. Zone 2 Mobile	£0.20	£0.20	£0.10
Int. Zone 3 Fixed	£0.10	£0.10	£0.05
Int Zone 3 Mobile	£0.10	£0.10	£0.05
Int. Zone 4 Fixed	£0.40	£0.40	£0.20
Int. Zone 4 Mobile	£0.40	£0.40	£0.20
Call set-up charge	£0.10	£0.10	£0.10
Free calls after 1st hour	£0.05	£0.05	£0.05

Prices exclude VAT. Non-geographic and premium call rates can be found here: <https://isleofmanhelp.sure.com/hc/en-gb/articles/206869295>

International destinations

Zones	Countries
Zone 1 - Popular European mobiles & landlines	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden & Switzerland
Zone 2 - Other European mobiles & landlines	Albania, Andorra, Armenia, Azerbaijan, Belarus, Bosnia, Faroe Islands, Georgia, Gibraltar, Iceland, Kazakhstan, Liechtenstein, Macedonia, Moldova, Monaco, Montenegro, Norway, Russia, San Marino, Serbia, Turkey, Ukraine & Vatican City
Zone 3 - Popular Rest of the World mobiles & landlines	Australia, Bahamas, Bermuda, Canada, Chile, Hong Kong, Japan, New Zealand, Philippines, Singapore, South Africa, Thailand, UAE & USA
Zone 4 - Other Rest of the World mobiles & landlines	Other international destinations not already listed above

Sure Business ISDN Lines

ISDN provides between 2 and 30 independent channels, which can be allocated, permanently or dynamically, for voice, data or video communications. It is usually provided as a single or aggregated multiple ISDN 2 service, or a single ISDN 30 service.

With our ISDN 30 services, there is a minimum requirement of 8 channels and you can add single additional channels up to 30 per ISDN 30 to suit your communications requirements.

The following two ISDN tariff options are available:

1. Standard ISDN, free calls to IOM fixed lines and mobiles
2. ISDN Plus: as above, with free calls to UK and Ireland fixed lines and mobiles

Moving your ISDN lines to Sure

Moving your ISDN lines to Sure is free. Once you sign up, we will gather the required information from you and arrange the changeover to us on your behalf. Once the lines and numbers are moved across to us, you will receive one bill for both your line rental and call charges.

Benefits of moving to Sure

- Savings of up to* 31% on line rentals
- Savings of up to* 100% on local, UK and Ireland fixed and mobile calls
- One supplier: one point of contact for support and billing, one single solution
- No migration fee

*Depending on your existing MT package

ISDN and ISDN 2 Plus pricing

Description	Installation Charge	Standard ISDN Monthly Rental	ISDN Plus Monthly Rental
Service Charge	-	£29.00	£33.00
New installation or service move to where no line plant exists	£230.00	-	-
New installation or service move to where line plant exists	£80.00	-	-
Convert exchange line to ISDN 2	£230.00	-	-
Implement or remove Temporary Out of Service (TOS) without field engineering	£13.50	-	-
Selective Call Barring	£13.50	£4.33	£4.33
CLI Presentation	£13.50	£1.13	£1.13
Reconfiguration fee - changes to an existing ISDN 2	£90.00	-	-
Temporary Service	£230.00	£79.60	£79.60
Service Care Level 3 - 0900hrs and 1700hrs Monday to Friday excluding Isle of Man Public Holidays	-	£1.33	FREE
Service Care Level 2 - 0800hrs and 1800hrs Monday to Saturday excluding Isle of Man Public Holidays	-	£3.00	£3.00
Service Care Level 1 - 24 hours, 7 days a week, 365 days a year	-	£18.00	£18.00

Sure Business ISDN Lines

ISDN 30 and ISDN 30 Plus pricing

Description	Installation Charge	Standard ISDN Monthly Rental	ISDN Plus Monthly Rental
Service Charge	-	£14.00	£17.00
New installation or service move to where no line plant exists	£243.75 per channel	-	-
New installation or service move to where line plant exists	£21.82 per channel	-	-
Convert exchange line to ISDN 2	£175.50 per channel	-	-
Implement or remove Temporary Out of Service (TOS) without field engineering	£10.91 per channel	-	-
Selective Call Barring	£13.50	-	-
CLI Presentation	£13.50	£1.13	£1.13
Service Care Level 2 - 0800hrs and 1800hrs Monday to Saturday excluding Isle of Man Public Holidays	-	FREE	FREE
Service Care Level 1 - 24 hours, 7 days a week, 365 days a year	-	£18.00	£18.00

Additional Services pricing

ISDN Facilities	Connection	Monthly Rental
DDI (Direct Dialling In) on ISDN (5 blocks of 10 numbers or less), subject to PBX capability	£200.00	£3.30 per block of 10 DDIs
DDI (Direct Dialling In) on ISDN (6 blocks of 10 numbers or more), subject to PBX capability	£400.00	£3.30 per block of 10 DDIs
Exchange based divert	£40.00	£6.00
Operator Controlled Barring - incoming / outgoing / removal of service	£13.50	£1.33
Silver memorable number	£100.00	-
Gold memorable number	£500.00	-
Platinum memorable number	£1000.00	-
DR solution 1 - 50 numbers	£300.00	£100.00
DR solution 50+ numbers	£500.00	£100.00
Changes to plan (require engineering input)	£200.00	-
DR activation Mon - Fri, 09:00 - 17:00	£300.00	-
DR activation Mon - Fri, 17:00 - 09:00	£430.00	-
DR activation Mon - Fri, 17:00 - 09:00 - additional hours	£136.00	-
DR activation Sat & Sun and Bank Holidays	£566.00	-
DR activation Sat & Sun and Bank Holidays - additional hours	£182.00	-

There are several other facilities relating to call numbering, call diverting and call barring available. Your ability to use these will depend on the type of ISDN service you have and the capabilities of your PBX. Please contact your account manager for further information. Reconfiguration of ISDN installations will be charged at the applicable labour rate.

Sure Business ISDN Lines

ISDN Call charges

Description	Sure ISDN	Sure ISDN Plus
IOM Fixed Lines	FREE	FREE
IOM Sure Mobiles	FREE	FREE
IOM MT Mobiles	FREE	FREE
UK Fixed Lines	£0.05	FREE
UK Mobiles	£0.05	FREE
Ireland Fixed Lines	£0.05	FREE
Ireland Mobiles	£0.05	FREE
Int. Zone 1 Fixed	£0.10	£0.05
Int. Zone 1 Mobile	£0.10	£0.05
Int. Zone 2 Fixed	£0.20	£0.10
Int. Zone 2 Mobile	£0.20	£0.10
Int. Zone 3 Fixed	£0.10	£0.05
Int. Zone 3 Mobile	£0.10	£0.05
Int. Zone 4 Fixed	£0.40	£0.20
Int. Zone 4 Mobile	£0.40	£0.20
Call set-up Charge	£0.10	£0.10
FREE calls after 1st hour	£0.05	£0.05

Please see the International Zones table earlier in this document for a detailed list of the countries in each zone.

All prices shown are exclusive of VAT. Call charges are subject to a call connection charge and are billed on a per minute basis. Line features and rental are billed monthly in advance and on a pro-rata basis in the first month. Call charges are billed monthly in arrears.

Non-geographic and premium call rates can be found here: <https://isleofmanhelp.sure.com/hc/en-gb/articles/206869295>

Please ensure that you have fulfilled any existing contractual requirements with your current fixed line provider before subscribing to the Sure Business Phone Line or ISDN service.

Please read both the Sure Business Phone / Sure IOM ISDN specific Terms and Conditions applicable to the service as well as the General Terms and Conditions.

Information correct as at 4th June 2018.

In order to complete your order our Service Delivery team will:

- request a Migration Authorisation Code (MAC) on your behalf from your current fixed line provider. This will be posted to your current phone line billing address. Once received please enter your MAC code at www.sure.com/mac.
- request an ISDN circuit novation on your behalf from your current fixed line provider and transfer your ISDN service to Sure.

Guernsey 01481 757757

Centenary House, La Vrangue, St Peter Port, Guernsey GY1 2EY

Jersey 01534 888291

The Powerhouse, Queens Road, St Helier, Jersey JE2 3AP

Isle of Man 01624 692222

Atlantic House, 4-8 Circular Road, Douglas, Isle of Man IM1 1AG

international.sure.com

