



Product Sheet



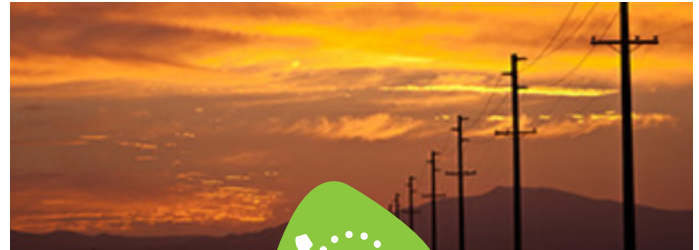
For over 27 years, iCS Communications has been supplying our customers effective solutions. We are committed to giving our customers the best service possible, giving high level technical expertise with a friendly face.

Why choose iCS Communications

iCS Communications work with several strategic partners to bring you the fastest and best quality telephone lines and calls in the UK. We can provide you with 'no obligation to buy' free advice on your lines and calls. In addition, we can provide a free bill analysis of what you are currently paying and what we can offer. iCS Communications can consolidate your entire business' communications into one bill including: phone systems, internet and mobiles, plus many more.

What are lines and calls?

A telephone line typically refers to the physical wire connecting a telephone to the telecommunications network. These wires were typically copper, however they can now be fibre optic to increase speeds, and are carried in balanced pairs separated by about 25 cm (10") on poles above the ground, and later as twisted pair cables. Modern lines may run underground and carry analogue or digital signals to the exchange. Calls are routed across these lines from the handset or VoIP/HIPT service via the exchange and to the recipient. Calls are charged at different rates depending on the number dialled, distance travelled, duration and the carrier's prices. We review all the options and recommend the most cost-effective and most suitable carrier for you.



We will recommend from a variety of telephone lines available to your business, each with different qualities for different types and sizes of businesses:

- Analogue single line – Typically a home worker or single line, works from the local exchange
- Analogue multi lines – Enables multiple calls through one number and also works from the local exchange
- ISDN2 – A digital line that allows up to 8 advance DDIs or other line features
- ISDN30 – Also a digital line and allows up to 30 different lines
- SIP trunk - An alternative to ISDN lines, SIP trunks connect to your existing system
- PBX using either an IP Card or IP Gateway converter



About iCS Communications

iCS Communications is an independent supplier of business telecoms, data and energy to UK businesses. With more than two decades' experience, we provide you with value for money by offering the essential services you need to operate efficiently.



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Glossary of terms and abbreviations

- **Analogue** – the process of taking an audio or video signal and translating it into electronic pulses across the telephone line
- **Carrier** – a telephone company also known as a telecommunications operator or provider
- **DDI** – Direct Dial Inwards
- **Digital** – breaking the signal into a binary format where the audio or video data is represented by a series of '1's and '0's
- **Exchange** – a set of equipment that connects telephone lines during a call
- **Extensions** – an additional telephone set that is connected to the same telephone line, also known as a channel
- **Fibre optic** – a cable made of optical fibre that can transmit large amounts of information at the speed of light
- **HIPT** – Hosted Internet Protocol Telephony
- **IP** – Internet Protocol
- **ISDN** – Integrated Services Digital Network
- **Mobile twinning** – where a user is able to twin a telephone (DDI) number to multiple devices, be this a mobile or landline
- **PBX** – Private Branch Exchange, a private telephone switchboard
- **SIP** – Session Initiation Protocol, a signalling protocol widely used for controlling communication sessions.



Features of iCS Communications lines and calls:

- Fraud protection
- Per second billing
- Extension billing
- Optional set up costs
- No call rounding
- Incentives to upgrade and buy more products

Call iCS Communications today on 0800 9 77 88 99 to find out more and book a no obligation demo.



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