

VOICE

VOIP • GN • NGN

ONE OPERATOR FOR VARIOUS TELEPHONE SOLUTIONS

TWT offers its Clients several added value Voice services such as telephone lines, fax lines, POS and business services.

With Voice solutions, Clients can call cell phones and landlines in Italy and abroad with flexible packages that can be integrated with TWT's Cloud services.

VOIP

TWT helps companies **call cell phones and landlines** in Italy and abroad with VoIP technology. This service enables phone calls to be made using an internet connection instead of a tradition telephone line.

(GN) GEOGRAPHIC NUMBERS

TWT can assign **geographic numbers**, pass-through or automatic search (10/100/1000 internal), and offers the possibility of porting numbers from other operators.

(NGN) NON-GEOGRAPHIC NUMBERS

For companies who want to offer their Clients a **single point of contact for the entire country**, TWT advises using non-geographic numbers, and offers the possibility of porting numbers from other operators. Non-geographic numbers are numbers without a geographic prefix. There is a type of non-geographic number to meet every need:

- Toll-free Number 800
- Single Number 199
- Split Number 848/840
- Premium Number 899
- Premium Number 895

The Client can use a web interface (Web Console) to autonomously view, modify and manage all the NGN and "accessory" services via internet in real time.



NGN NON-GEOGRAPHIC NUMBERS

Toll-free Number 800: This telephone service allows calls to be received from everywhere in the country through a single non-geographic number with the cost paid entirely by the recipient.

Single Number 199: This telephone service allows calls to be received from everywhere in the country through a single non-geographic number, with the cost paid entirely by the caller. Additionally, the single 199 number has Custom Message service, which lets the Client create personalized messages.

Split Number 848 and 840: This telephone service allows calls to be received from everywhere in the country through a single non-geographic number with the cost shared by the caller and the recipient.

Premium Number 899: This telephone service is for non-business purposes (forecasts, fortune telling, info lines, voicemail, games, etc.). The caller is charged a specific telephone rate, part of which (reverse rate) is reimbursed to the Service Center or the company that owns the number.

Premium Number 895: This telephone service is for professional telephone help and consulting services. The caller is charged a specific telephone rate, part of which (reverse rate) is reimbursed to the Service Center or the company that owns the number. A new telephone line does not need to be activated. Calls are transferred to an existing landline or cell phone number that will continue to be used for tradition traffic.

ADDITIONAL SERVICES

Call Timing: This telephone service is for multi-branch companies to route non-geographic numbers calls to their various branches on the basis of time of day, or day of the week or year (for example, holidays, weekends, etc.).

Call Distribution: This telephone service routes calls to different branches when a line is busy or there is no answer, or in order to distribute traffic to internal extensions based on a percentage preset by the Client.

Call District: This telephone service routes incoming calls based on where they originate (prefix, region).

Call Filtering: This telephone service creates a favorites list and a blocked list of prefixes and/or numbers (landline and cell phone).

Welcome Message: This telephone service lets the caller listen to a brief message (recorded by the Client) before connecting to an operator.