

Show me the minutes

December 2010



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Welcome From David Meyers, CEO Axis Telecom

Dear all,

Welcome to the December edition of Axis Telecom news letter "show me the minutes ". I would like to wish all agencies and Axis Telecom staff a Merry Christmas and prosperous New Year. Congratulations to Tristram Kelynack Business Development Manager situated in Hull for successfully signing a local bakery with over 60 sites recognition of his hard work and persistence.

Telephone Systems

As part of our ongoing commitment to offering business customers value for money we have launched high quality discounted telephone systems with the facility for line installation and FREE maintenance throughout the UK. The benefits are the equipment will be installed by our qualified engineer who will ensure the customer is happy using their systems. A choice of three telephone systems whether the customer has 1 or 100 lines, all with full maintenance back up at no extra cost to the customer saving potentially thousands of pounds.

Sales Quotation 0808 280 2307

The Business Support Team are now offering a new service which will enable you to provide customers with a professional sales quotation, complete with a summary of their current expenditure the tariff we recommend and a best practice guideline. Once the quotation is completed the Business Support Team will email the quotation back to the Business Development Manager or Sales Agency who requested the information who in turn will send back to the customer for further consultation.

Win a Ferrari Driving Experience

Ever dreamed of driving a Ferrari, feel the speed, power and handling of a famous supercar at a race track of your choice (subject to availability). Axis Telecom recognise high achievers by awarding every month a driving experience enabling you to enjoy the thrill of driving a Ferrari six exhilarating miles just by achieving the most sales in the month "Alternatively if you prefer to be pampered relax at a Spa of your choice (subject to availability) we can arrange for you and a friend to be revitalised while spending some well earned rest. Congratulations to Alan Williams top sales person for the month of October he is looking forward to his driving experience. Winner of the November experience will be announced in the January edition.

"Fast Start Bonus"

Good news for new sales agents sign up 10 new business customers in your first two weeks and receive a £250.00 bonus which will be paid upon successful activation of sales submitted. To help kick start you commissions Axis Telecom are rewarding you with an additional £50.00 bonus for all sales made with 5 units or more. Bonuses will only be paid upon activation of all the units.

Set Up Fees Waivered

As part of our ongoing commitment to assisting you in signing customers to our replay and call attendant software we are arranging to waiver the connection charge of over £200.00 remember every replay and call attendant software customer you sign up you will receive approximately £100.00 commission (depending on the number of units required).

Business phone lines

Reliability as standard

Our business phone lines are of the highest standard. Thanks to our team of support technicians and state-of-the-art equipment you do not need to sacrifice call quality to make savings.

There is a magnitude of calling features available to ensure that you have a solution that makes the most of your organisations voice calls:

- Voicemail
- Call diversion
- Call waiting
- Caller display
- Call barring
- And much more

In practically all cases you will be able to keep your same number as well. You can also get the added security of a fast response to reported faults benefiting from onsite attendance with some of the most competitive SLAs available today.

Sit back and relax

With our fully managed service we're able to perform your transfer with no interruption to your service. After your account has been set up, all you need to do is tell us which numbers you'd like to transfer, along with the billing address and we can take care of the rest. You're never more than a phone call away from slashing a large percentage off your telecom's expenditure, quickly and efficiently.

Just to keep in line with Axis Telecom's competitive ethos, the price beat guarantee means that you're always getting the most cost effective service.

So in a nutshell... Reliability, quality and massive discounts!

How do you want it?

Business phone lines on their own? Unlimited calls? It's your call! Our transparent price plans make it easy to decide on which plan is best for your business. With Axis Telecom's scalable packages you can harness the power of tariff bundling across all of your business phone lines

To find out more about Axis Telecom's business phone lines please contact our customer care team on 0844 875 1942 or visit our website at www.axistelem.com.co.uk



Digital phone lines - ISDN services

Go big... go digital!

Axis Telecom understands that it's never easy in managing your ever increasing demand on communications both internally or externally as such, we have cut to the chase and avoided over complicating our digital services, they are as complex as you need them to be.

We can transfer or connect between 2 and 600 channels per system which simply means that you can make from 2 to over 500 calls simultaneously. Axis Telecom's digital solutions provide you with robust, scalable connections which are the ultimate combination of high speed transmissions for a multitude of services over a vast national network with the added bonus of value for money.

Flexibility... not compromise!

ISDN systems are not just all talk! Axis Telecom's digital services provide advanced phone capabilities and high crystal clear call quality. It doesn't stop there you can use voice calls, data services, internet services and video services all at the same time whilst utilising the following network services:

- Multiple subscriber numbers
- Call deflection
- CLI presentation
- CLI restriction
- Call forwarding
- DDI's
- Call barring
- And much more

Utilising the UK's next generation network there is no company in the UK that we cannot support. Our dedicated support teams and account managers nationwide ensure that you get the service and support that exceeds what you have become accustomed to.

To find out more about Axis Telecom's digital phone service please contact our customer care team on 0844 875 1942 or visit our website at www.axistelecom.co.uk



Business grade broadband

Fast or supercharged?

Can't decide which one you're going to need? Luckily with Axis Telecom's broadband and internet services this is the only decision you need to make. With various options of speed ranging from 512kbps through to 24mbps we have a package to complement your business!

Our 'always on' connection leaves nothing to be desired!

To complement our 'always on' connection we have tariffs with various speeds and download/upload limits for the heavy business user at an industry leading price. Our lighter users don't foot the bill either thanks to our usage allowance accounts which can be upgraded at any time should your business needs change.

No nonsense SLAs

We'll make sure we get back to you within two hours of your call and aim to solve any problem within 24 hours. It's just how we do business, peace of mind comes as standard.

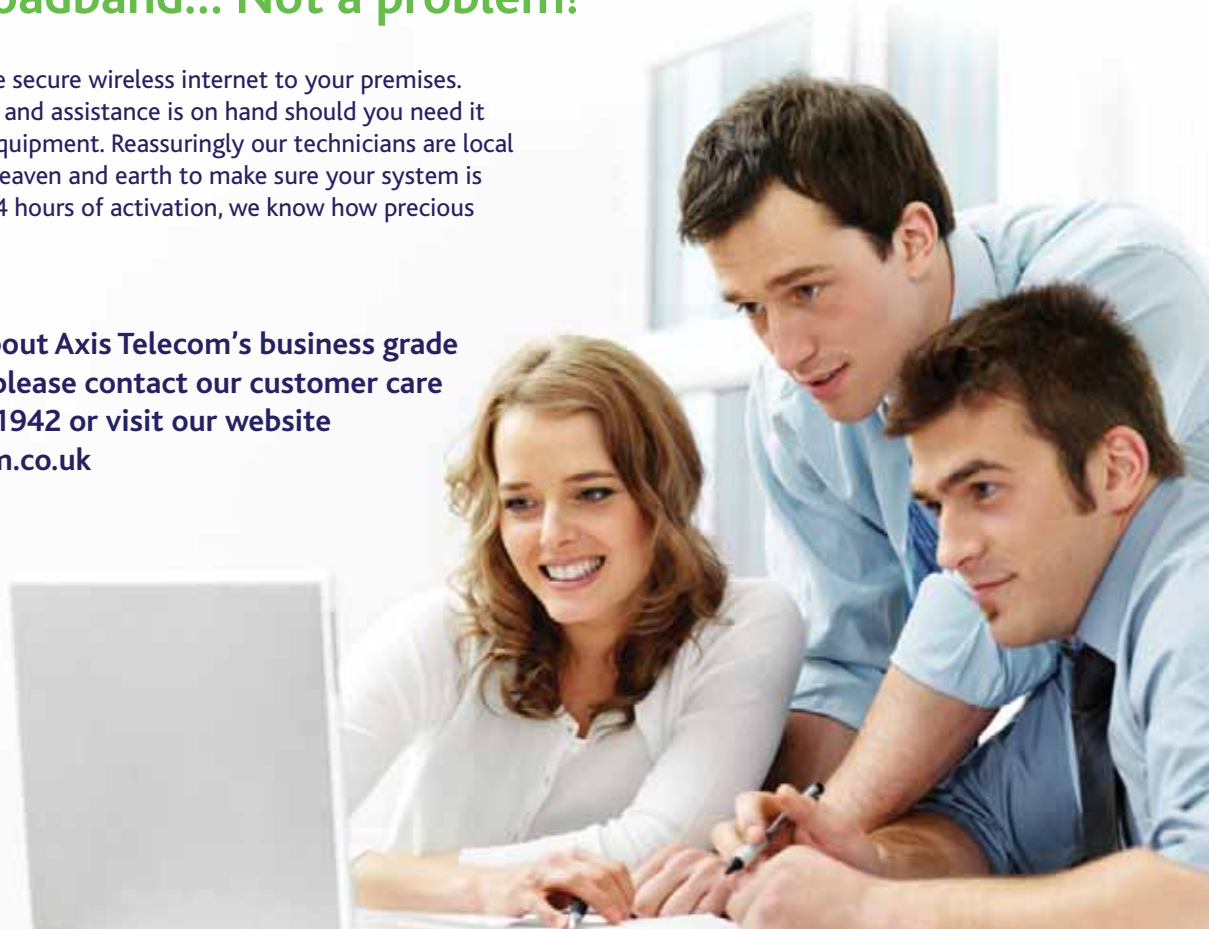
Hidden costs?

With Axis Telecom's all inclusive broadband packages, what you see is what you get. The price you see is the price you pay with no hidden extras and everything is fully explained, need we say more?

Wireless broadband... Not a problem!

Axis Telecom can provide secure wireless internet to your premises. The equipment is secure and assistance is on hand should you need it when connecting your equipment. Reassuringly our technicians are local experts who will move heaven and earth to make sure your system is up and running within 24 hours of activation, we know how precious your time is.

To find out more about Axis Telecom's business grade broadband service please contact our customer care team on 0844 875 1942 or visit our website at www.axistelem.com.co.uk



Mobile business solutions

Mobilise your business!

With Axis Mobile it's never been easier to do business on the move, with over 99% voice and data coverage. Axis Mobile is the most cost effective and dependable mobile service available to your business today.

Axis Telecom has solo shared plans to suit your business so whether you have one handset or a hundred there are plans to suit all your individual requirements.

Free number porting!

As one of the leading Telecom providers in the UK, Axis Telecom understands that your number is important to your business and guarantee to port your current mobile number to our network upon submission of a PAC.

Business abroad?

Axis Mobile has global coverage and your roaming facility is activated as standard making sure that you're never stranded without service. We can even text you your roaming charges automatically upon entering your destination.

Axis BlackBerry internet services

Axis Mobile has launched with BlackBerry internet services enabling you to send and receive emails through your BlackBerry handset so you will never miss that crucial email ever again!

To find out more about Axis Telecom's mobile business solutions please contact our customer care team on 0844 875 1942 or visit our website at www.axistelecom.co.uk



Safeline call recording

Record at a record low!

Has there ever been a time in the past that you wished you had a call recorded? Perhaps you need your calls recording as part of the FSA regulations? Or maybe you have just realised that it's good business practice.

Whatever your requirements, safeline recording will compliment your business giving you a vast array of features including:

- Network based call recording solution
- Suitable for inbound and outbound calls
- Short or long term RAID storage
- Instant access and retrieval using standard web browser
- Download calls or stream online
- Unified call recording platform over multiple sites/ office locations
- Available on any line type

All calls are recorded and stored at the network level and stored on a fleet of co-location servers and with a variety of storage options you need never concern yourself with the safety of your recordings again.

Quick, easy and safe recording retrieval

Your calls can be retrieved through a secured web portal. You have the ability to download the recordings and burn to CD for distribution should you need to. Alternatively if you need to listen to a recording quickly you can simply stream the calls live over the web using the Safeline portal.

Safeline set up is a fully managed process and can be set up remotely, there is no equipment to install in your premises everything is done network side without any disruption to your service so you're never more than 14 days away from the security and peace of mind you need from an industry respected brand.

To find out more about Axis Telecom's call recording solution please contact our customer care team on 0844 875 1942 or visit our website at www.axistelecom.co.uk



IP PBX – Hosted telephone system

Feature abundant system, simple to set up

At Axis Telecom we understand that not everyone is a telecom expert so we pre-configure all of our IP PBX equipment so that it is literally 'plug in and go'. With our IP PBX you have all the standard features you would expect including transfer calls, hold functions, interchangeable music on hold, voicemail and call conferencing.

Raising the standard

Once again Axis Telecoms IP PBX have raised the standard with adding voicemail to email facility, full integration with Outlook for one click dialing, real time call data retrieval, full BT number porting, hunt groups, call forwarding and much more...

There is no longer any need for an engineer to install expensive telephone equipment to benefit from PBX features:-

- Call transfer
- Hold, music on hold
- Hunt groups
- Voicemail, new voicemail to email
- Do not disturb
- Call forwarding (all calls, no answer and on busy)
- Call conferencing
- One click calling from Outlook
- Real time call data retrieval
- Preconfigured equipment
- Free technical support
- BT number porting (chargeable)
- Fixed low setup costs

Scalable, cost effective and top quality

Axis IP PBX can be purchased on a fully scalable per seat or per extension basis as long as your data connection can support the traffic there is no limit on the number of seats you can have. As we do not compress any of our calls we preserve maximum call quality, as you would expect from one of the UK's leading Telecoms providers.

To find out more about Axis Telecom's hosted telephony solution please contact our customer care team on 0844 875 1942 or visit our website at www.axistelecom.co.uk

Interactive voice response services

Auto attendant, call queuing and messaging

Your way is our way!

The Axis Telecom auto attendant is a feature rich network based fully customisable platform designed to enhance your customer's experience with you. Hate waiting in a queue? Set a maximum wait time that you expect your customer's to wait and should you fail to meet your SLA then ask them to leave a message in a personalised way.

Improve efficiency without spending a fortune?

Just one way which you can improve your efficiency is to make sure that the customer gets straight through to the department they need to be speaking to quickly and efficiently, why not let them route themselves with the Auto Attendant routing options? Should that department be dealing with an influx in calls you're able to set overflow queues in place as well!

Music on hold?

Keep your customers from getting bored by selecting your own music on hold. This is also a great opportunity to have marketing and promotional messages played to your customer to increase your up selling potential. You can also record and upload your own marketing messages with a simple and intuitive online platform.

Features include:

- Sophisticated yet intuitive personalised messages
- 24/7/365 virtual reception
- Fully configurable online (managed service also available)
- Routing options
- State of the art queue management facility as standard
- Fully configurable, music on hold and messages (customer focused, informational or marketing)
- Set a maximum wait time
- Customisable message taking facility
- Fully scalable to suit your business
- Serves multiple sites/ office locations
- No additional hardware costs
- Secure, safe web access to configuration interfaces
- Intuitive configuration menus (minimal training required)

To find out more about Axis Telecom's IVR solutions please contact our customer care team on 0844 875 1942 or visit our website at www.axistelecom.co.uk

Inbound numbers

Attracting new business or opening new revenue streams?

No matter what your goal is with inbound numbers Axis Telecom has a solution for you, ranging from freephone numbers to increase your marketing potential, 0844 numbers for your customer service team or open new revenue streams for your business with a 0871 number.

You are one step from joining our ever growing number of customers who are getting only the very best from their inbound numbers. These calls can be free to the caller or can generate revenue for you, either way it's a win, win and great for business.

Business class features

- All numbers including 0800, 0844, 0845, 0870, 0871 and 090X are fully supported
- All your 08XX or 09XX numbers can be routed to any location in the UK
- Opens up inbound call handling solutions like Axis auto attendant and safeline
- 08 Numbers will give your company a bigger, better image whatever your size or location
- Simplify how your customers contact you by having a national point of contact with simple easy to use, memorable numbers

With the right number you could launch your business to another level.

To find out more about Axis Telecom's inbound number solutions please contact our customer care team on 0844 875 1942 or visit our website at www.axistelecom.co.uk



Landline Fault Logging

is Only a Phone Call Away

If you experience a fault or interruption to your telephone services as a business we understand it can be very frustrating, with this in mind we offer all our business customers (at no additional cost) the facility to register a landline fault 24/7 by contacting our specialised team on 0844 875 1940.

Registering a fault is easy, just call the number above and quote the telephone number you are experiencing the disruption in service, and the nature of the fault. The team will run a quick and simple diagnostic check to determine if an engineer needs to be dispatched.

Faults will be registered immediately including an estimated standard response time relevant to the level of care you have chosen.

Level 1: Bronze Cover

Ensures that the fault is acknowledged and assigned to an engineer within 4 hours Monday to Friday 8am to 6pm. You can still call the faults team outside of these hours, but it will not be picked up until the next working day.

Level 2: Silver Cover

The same as Level 1 but with the added benefit that the fault will be assigned to an engineer within 4 hours 24/7.

Level 3: Gold Cover

This will ensure that the fault is rectified within 6 hours 24/7.

Standard of Cover	Price	Benefits
Bronze Cover	£1.50 per month	Engineer assigned Mon – Fri 8am to 6pm
Silver Cover	£4.50 per month	Engineer assigned 24/7
Gold Cover	£5.50 per month	Fault repaired within 6 hrs 24/7*

*additional charges may occur



Choose Axis Telecom for your Business Telephone System

We offer high quality discounted telephone systems plus installation and FREE maintenance throughout the UK.

Benefits

Installed by our qualified engineers -

We will dispatch an engineer to your site and ensure you are completely happy with using the system.

Best for Value -

We offer three choices of telephone systems whether you have 1 or 100 lines we can provide a system suitable to your needs and budget.

FREE Maintenance -

If you experience any system faults we will resolve them free of charge saving you money on potential maintenance contracts.

Outstanding Feature range -

All of our systems offer the latest business grade features from call transfer to music on hold.



PBX 206 - Suitable for those needing a simple system providing up to 6 extensions numbers and offers basic features.



PBX 306 - A system with more features than the 206 but provides 8 extension numbers.



PBX 416 - Offers the same features as the 306 but provides up to 16 extension numbers.

Telephone Features

Feature	PBX 206	PBX 306	PBX 416
Monthly Rental	£9.97	£14.97	£19.97
Telephone Line Capacity Number of telephone lines the system can make use of.	2	3	4
Number of Extensions Number of internal telephone extensions supported.	6	8	16
System Speed-Dials	0	99	99
Auto Attendant The User can record an outgoing message instructing callers to Dial 1 for Sales, 3 for Accounts, and so on.	✓	✓	✓
Auto Fax Detect When in the Auto attendant mode the system will detect incoming fax tones and automatically divert the call to any Extension.	x	✓	✓

Feature	PBX 206	PBX 306	PBX 416
Call Hold and Pickup Allows incoming or outgoing calls to be put on hold, enabling you to answer another incoming call or go to another office for information or access files.	X	✓	✓
Caller Display Displays the telephone number of incoming calls. Caller display required on line.	✓	✓	✓
Comfort Tone on Hold When a caller is placed on hold a tone is played to reassure them they are still connected.	✓	✓	✓
Built in Music On Hold Pre-programmed music built into the system.	✓	X	X
Music On Hold External Port Allows customers to use their own music for when callers are on hold via an external music source (eg an MP3 player).	X	✓	✓
Internal Calls Calls can be made between extension numbers.	✓	✓	✓
Direct Dial Mode Telephone systems often require you to Dial 9 to get an external line; our systems can be programmed so this is not required.	✓	✓	✓
Call Barring A very flexible option applicable to all or just specific extensions. For example you may want to Bar calls to Mobiles or Premium numbers, 118 or 123. Call types can be programmed into 9 different groups.	✓	✓	✓
Call Forwarding All calls made to a specific extension can be forwarded to a second extension number.	✓	✓	✓
Conference Calls Allows 2 Extensions to have a 3 way conference call with a calling or called party on the outside line.	✓	✓	✓
Operator Call The Operator Extension is 22 or 202 but this can be changed to any Extension number. If any Extension wants to contact the Operator they only Dial 0. Typical applications are Receptions or Trade counter areas.	X	✓	✓
Ringback On Busy If when calling internally the extension number is busy the system can re-ring the extension once it becomes available.	X	✓	✓
Call Forward on Busy An Extension can be set to automatically transfer calls to another Extension when they are engaged on a call.	X	✓	✓
Call Forward to Secretary A manager can forward all calls to the Secretary. Only the Secretaries extension can call and forward calls to the manager.	X	✓	✓
Do Not Disturb A specific extension will not take internal or external calls.	X	✓	✓
Single Digit Auto Attendant Although the Extensions may be 2 or 3 digits in length ie; 21 - 26, an Extension or a group of Extensions can be assigned to a single digit for Auto attendant purposes.	✓	✓	✓
Cascade Ringing Enables the User to prioritise incoming call handling. For example, if Ext 21 is busy Ext 22 will ring and so on.	X	✓	✓
Flexible Ringing Each line can be programmed to ring specific extensions. eg, Line 1 might ring 21 - 24, Line 2 to ring 25 - 27 and Line 3 which might be the Fax line can ring 26.	✓	✓	✓

Contact us now on 0800 288 9426 to arrange an installation date.

New and Additional Lines

As leaders in the communications industry, we have experts who can deliver your business requirements on all New Business Line Installs.

So sit back relax and let Axis Telecom do all the work.

To assist you with budgeting for "New Line Install" we have put together a comprehensive price list:

Line Type	Price	Tariff Code
Standard Analogue Line	£59.99	BN2
ISDN 2 (based on 2 Channels) X £249.00* per Pair	£249.00	BN3
ISDN 30 (based on 8 Channels) all additional channels from 9 to 30 charged at 125.00per channel	£687.50 connection plus 8 channels x £125.00	BN4
DDI Number Range Planning Fee**	£100.00	BN5
DDI Number Connection Charge per DDI 10@ £1.00	£10.00	BN6

* Orders must be placed in pairs

** One off payment

For all line installations please call the Business Support Team on 01482 388413



Refer a Business and Earn £25.00

Our referral scheme is a fantastic way to earn additional revenue by simply providing us with names and contact numbers of other business who you think would benefit from these savings and we will do the rest.

For each business that transfers their telephone services to Axis Telecom you will receive a £25.00 credit which will be applied to your telephone bill it's that easy.

So remember the more business you refer the more credits you will receive.



Tariff Information

TARIFF KEY CODE

BT	Refers to area e.g British Telecom
LL	Refers to Landline
BB	Refers to Broadband
MB	Refers to Mobile
SBC	Refers to Small Business Communication service
SBM	sim Only

BT Area Landline Business Tariffs

Applies to all line types PSTN, ISDN2e, ISDN30e*

	Line Rental	Package Price	Local	National	Local & National Call Caps	Mobile	Mobile Caps	Inclusive International calls	International Caps 4	Paper Bill	Cash Cheque Payment Charge	Tariff Code	60 Month Contract Discount
Business Standard (Pay as you go)	£13.14	N/A	1.50 ppm	1.50 ppm	10p per hr	9.99	50p per hr	N/A	£1.00 per hr	£1.50	£3.00	BTLL1	12.50%
Axis Telecom Business Phone Plus	£7.37	£9.97	Free	Free	N/A	9.99	50p per hr	N/A	£1.00 per hr	£1.50	£3.00	BTLL2	12.50%
Axis Telecom Mix Plan 900 **	£7.37	14.99	Free**	Free**	10p per hr	Free*	50p per hr	N/A	£1.00 per hr	£1.50	£3.00	BTLL3	12.50%
Axis Telecom International Plan ***	£7.37	£10.99	1.50 ppm	1.50 ppm	N/A	9.99	50p per hr	Yes	N/A	£1.50	£3.00	BTLL4	12.50%
Axis Telecom Business 500 ****	£7.37	£5.99	Up to 500	Up to 500	N/A	9.99	50p per hr	N/A	£1.00 per hr	£1.50	£3.00	BTLL5	12.50%

* The line rental and package fee is billed per line. For example an ISDN2e line would be 2 x Line Rental & Package price 2 (£7.37+£9.97)= £33.68 Per Month.

** This package includes 900 mixer minutes to detinations 01/02/07 mobile, 0845 &0870. Business standard rates apply outside of bundle.

*** This package includes unlimited international calls, for a list of inclusive destinations please see the inclusive destination table below.

**** This package includes upto 500 minutes inclusive local and national calls.

4 International Caps apply to selected destinations, please see table of international destination were call caps apply.

60 Month contract discounts apply to call charges only.

Billing is on a per minute basis. All calls are subject to 7.75p per call connection charge, calls to mobiles subject to 11.75p per call connection charge.

Online Billing is provided free of charge and saves the end user upto £18.00 per year.

All tariffs are subject to an initial charge of one months line rental and package cost payable on a per line basis.

BT Area Landline & Broadband Business Tariffs

	Line Rental	Broadband	Inclusive GB	Package Price	Local	National	Local & National Call Caps	Mobile	Mobile Caps	Inclusive International calls	International Caps 4	GB Charge Out Of Bundle	Paper Bill	Cash Cheque Payment Charge	Tariff Code	60 Month Contract Discount
Business Line & 8MB Broadband 5GB*	Included	Included	5GB	£31.39	Free	Free	N/A	9.99	50p per hr	N/A	£1.00 per hr	0.35p per GB	£1.50	£3.00	BTLLBB1	12.50%
Business Line & 8MB Broadband Unlimited*	Included	Included	Unlimited	£36.39	Free	Free	N/A	9.99	50p per hr	N/A	£1.00 per hr	N/A	£1.50	£3.00	BTLLBB2	12.50%
Business Line & 24 MB Broadband 40GB*	Included	Included	40GB	£46.39	Free	Free	N/A	9.99	50p per hr	N/A	£1.00 per hr	0.35p per GB	£1.50	£3.00	BTLLBB3	12.50%
Business Broadband Only	N/A	Included	Unlimited	£17.99	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	£1.50	£3.00	BTLLBB4	N/A

* All broadband packages include a wired router and are subject to a connection Charge of £35.00. Should a wireless router be required these can be purchased at an additional cost of £10.00 at point of sale.

Charges apply on a per line or per channel basis and is subject to availability.

60 Month contract discounts apply to call charges only.

All unlimited broadband is subject to a fair usage policy.

BT Area Landline Network Service Pricing

Network Service	Description	Connection Charge	Monthly Rental
1471	Last number redial	Free	Free
1571	Voicemail	Free	£1.20
Call Barring	Bars certain call types	Free	£1.95
Anonymous call rejection	Allows user to reject withheld numbers	Free	£1.95
Call Diversion	Allows user to divert calls to alternative number	Free	£1.95
Call Minder	Advanced voicemail solution	Free	£2.70
Call Waiting	Alerts end user to incoming calls	Free	£1.95
Caller Display	Displays number of person calling	Free	£1.95
Three Way calling	Enables conference call facility between 3 people	Free	£1.95

International Price List For All BT Area Landline Tariffs

Included as free destinations in plan BTLL4 (*)

Axis Telecom BT Area Rates To International Destinations

Country	ppm exc vat	Country	ppm exc vat	Country	ppm exc vat	Country	ppm exc vat
Afghanistan	81.25	Egypt	37.50	*Malaysia	18.75	*Singapore	9.38
Albania	31.25	El Salvador	33.49	Maldiv Islands	60.00	*Slovakia	18.75
Algeria	31.25	Emsat	379.71	Mali	50.00	*Slovenia Republic	18.75
*Andorra	17.50	Equatorial Guinea	63.75	Malta	28.75	Solomon Island	185.31
Angola	43.75	Eritrea	70.00	Marshall Island	101.25	Somalia	121.25
Anguilla	43.00	*Estonia	20.00	Martinique	65.35	*South Africa	18.75
Antarctic Territories	200.93	Ethiopia	93.75	Mauritania	51.25	*South Korea	25.18
Antigua	28.75	Falkland Islands	91.25	Mauritius	50.00	*Spain (Sp,N,Africa)	9.38
*Argentina	11.25	Faroes (Via Denmark)	45.93	Mayotte	46.25	Sri Lanka	45.00
*Armenia	35.00	Fiji	58.75	*Mexico	23.75	St Kitts And Nevis	72.25
Aruba	28.75	*Finland	15.00	Micronesia	103.75	St Lucia	28.75
Ascension Is	93.75	*France (Including Corsica)	9.38	Moldovia	27.23	St Vincent And The Grenadines	65.18
*Australia	9.38	French Guiana	38.75	*Monaco	17.50	St, Helena	139.46
*Austria	9.38	French Polynesia	55.00	*Mongolia	50.00	St, Pierre & Miquelon	55.70
Azerbaijan	37.50	Gabon	33.75	Montserrat	51.25	Sudan	55.00
*Bahamas	22.50	Gambia	57.76	Morocco	42.50	Surinam	56.25
Bahrain	37.50	*Georgia	18.75	Mozambique	33.75	*Swaziland	32.50
Bangladesh	23.75	*Germany	9.38	Myanmar (Burma)	78.75	*Sweden	9.38
Barbados	30.00	Ghana	25.00	Nakhodka	150.10	*Switzerland (Liechtenstein)	9.38
Belarus	46.25	*Gibraltar	20.00	Namibia	28.75	Syria	40.00
*Belgium	9.88	*Greece	11.25	Nauru	188.83	*Taiwan	9.38
Belize	45.03	Greenland	93.75	Nepal	92.74	Tajikistan	43.75
Benin	36.25	Grenada	26.25	*Netherlands	9.38	Tanzania	62.50
*Bermuda	23.75	*Guadeloupe	22.50	Netherlands Antilles	37.50	Tatarstan	114.40
Bhutan	42.50	*Guam	46.25	New Caledonia	68.75	*Thailand	28.75
Bolivia	33.75	Guatemala	30.00	*New Zealand	9.38	Thuraya Satellite Service	381.25
Bosnia-Herzegovina	33.75	Guinea	33.75	Nicaragua	46.01	Togo	46.25
*Botswana	28.75	Guinea Bissau	127.50	Niger	37.50	Tokelau	156.29
*Brazil	27.50	Guyana	57.50	Nigeria	43.75	Tonga	91.25
Brunei Darussalam	27.50	Haiti	51.83	Niue Island	123.53	Trinidad And Tobago	26.25
*Bulgaria	22.50	Honduras	62.00	Norfolk Island	172.79	Tunisia	42.50
Burkina Faso	40.00	*Hong Kong	10.00	North Korea	147.51	*Turkey	22.50
*Burundi	45.00	*Hungary	16.25	North Mariana Island	21.25	Turkmenistan	42.50
Cambodia	131.13	*Iceland	15.00	*Norway	9.38	Turks And Caicos Islands	63.65
Cameroon	50.00	India	22.50	Oman	40.00	Tuvalu	128.75
*Canada	9.25	Indonesia	41.25	Pakistan	26.25	Uganda	31.25
Cape Verde Islands	58.75	Iran	28.75	Palau	100.00	Uifs (Universal Int,Freephone)	6.25
Cayman Islands	28.75	Iraq	67.50	Palestine	77.68	Ukraine	31.25
Central African Republic	43.56	*Ireland	9.38	*Panama	33.75	United Arab Emirates	40.00
Chad	56.25	Iridium	636.25	Papua New Guinea	139.14	*Uruguay	38.75
*Chile	37.50	*Israel	18.75	*Paraguay	32.50	*USA	9.00
*China	10.00	*Italy	9.38	*Peru	37.50	*USA Alaska	15.00
Christmas Island	31.25	Jamaica	20.00	Philippines	38.75	*USA Hawaii	15.00
Cocos Islands	31.25	*Japan	11.25	*Poland	17.50	Russia	31.43
*Colombia	42.50	Jordan	35.00	*Portugal	9.38	*Uzbekistan	28.75
Comoros Island	82.18	Kenya	45.29	*Puerto Rico	22.50	Vanuatu	121.25
Congo	62.50	Kiribati	130.00	Qatar	47.78	*Venezuela	23.75
Cook Island	130.00	Kuwait	27.50	Reunion	32.50	Vietnam	80.00
Costa Rica	62.50	*Kyrgyzstan	32.50	Rodriguez Island	137.50	*Virgin Islands (Us)	15.00
Cote Divoire	145.81	Laos	46.25	*Romania	28.75	Virgin Isles (UK)	33.75
*Croatia Republic	18.75	*Latvia	31.25	Rubicon Global Office Trial		Wallis and Futuna	168.75
Cuba	140.56	Lebanon	43.75	Rwanda	36.25	Yemen (Republic Of)	40.00
*Cyprus	22.50	Lesotho	34.28	Sakhalin	150.10	*Zambia	37.50
*Czech Republic	18.75	Liberia	41.25	Samoa (U.S.)	26.25	Zimbabwe	37.50
Dem Rep Of Congo (Drc)	122.05	Libya	39.96	Samoa (Western)	87.50		
*Denmark	9.38	*Liechtenstein	15.00	San Marino	15.00		
Diego Garcia	193.75	*Lithuania	26.25	Sao Tome Et Principe	193.19		
Djibouti	66.33	*Luxembourg	9.38	Saudi Arabia	40.00		
Dominica	41.25	Macao	31.25	Senegal	48.75		
*Dominican Republic	20.00	Macedonia	37.50	Serbia And Montenegro	27.50		
East Timor	247.13	Madagascar	53.75	Seychelles	53.75		
Ecuador	39.76	*Malawi	21.25	Sierra Leone	76.25		

International Call Capped Desinations

(caps £1.00 exc VAT for calls up to 60 min)

- Australia
- Austria
- Belgium
- Canada
- Denmark
- France
- Germany
- Ireland
- Italy
- Luxembourg
- Netherlands
- New Zealand
- Norway
- Portugal
- Spain
- Sweden
- Switzerland
- USA

Business Mobile Packages (SIM Only)

	Package Price	Inclusive Minutes & Texts	Calls To UK Landlines/Voicemail	Calls To UK Mobile Numbers	Data Usage	08 Numbers	0871 / 0872 / 0873	Paper Bill	Cash Cheque Payment Charge	Tariff Code	60 Month Contract Discount
Small Business 100	£9.99	100 Minutes & Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB1	12.50%
Small Business 200	£17.99	200 Minutes & 200 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB2	12.50%
Small Business 300	£24.99	300 Minutes & 300 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB3	12.50%
Small Business 500	£29.99	500 Minutes & 500 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB4	12.50%
Small Business 800	£34.99	800 Minutes & 800 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB5	12.50%
Small Business 1000	£39.99	1000 Minutes & 1000 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB6	12.50%
Small Business 1200	£59.99	1200 Minutes & 1200 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB7	12.50%
Small Business 1500	£69.99	1500 Minutes & 1500 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB8	12.50%
Small Business 2000	£79.99	2000 Minutes & 2000 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB9	12.50%
Small Business 3000	£99.99	3000 Minutes & 3000 Texts	15 ppm	30 ppm	25p per MB	18 ppm	29 ppm	£1.50	£3.00	SBMB10	12.50%

Additional sharers can be added to package at cost of £9.00 per month per user.

Axis Mobile Rates to international destinations

(From a Mobile To An International destination)

Destination	ppm exc vat
Calls to international landline	100
SMS/MMS to international landline	75
Roaming call to landline (EU)	49
Roaming call to landline (non EU)	150
Roaming call received (EU)	21
Roaming call received (non EU)	150
Roaming SMS to landline (EU)	12
Roaming SMS to landline (non EU)	60
Roaming MMS to landline (EU)	75
Roaming MMS to landline (non EU)	150
Roaming GPRS (EU)	100
Roaming GPRS (non EU)	350

Mobile Handsets

Mobile handsets can either be purchased outright or paid for on a monthly rental basis.

Model	Purchase Price Outright	Monthly Rental	Code
Nokia 1616	£27.00	£2.99	HS1
Nokia 1800	£29.00	£3.99	HS2
Nokia 2700	£66.99	£4.99	HS3
LG C300 Town	£90.00	£5.99	HS4
Samsung Solid Immerse	£105.00	£6.99	HS5
Nokia6600i	£162.99	£6.99	HS6
Blackberry Curve 8520	£192.99	£9.99	HS7
HTC Touch 2	£202.80	£10.99	HS8

BT Area Landline, Broadband & Mobile Phone Packages

	Line Rental	Package Price	Inclusive Minutes From A Landline	Inclusive Minutes From A Mobile	Paper Bill	Cash Cheque Payment Charge	Tariff Code	60 Month Contract Discount
Businessphone & Mobile Plan 1	£0.00	£20.39	250	100	£1.50	£3.00	BTLLMB1	12.50%
Business Phone, Mobile & 5GB Broadband *	£0.00	£36.39	250	100	£1.50	£3.00	BTLLBBMB2	12.50%
Business Phone, Mobile & Unlimited Broadband	£0.00	£41.39	250	100	£1.50	£3.00	BTLLBBMB3	12.50%

* all downloads/uploads after 5GB charged at 0.35p per GB

For landline rates outside of inclusive minutes please see business standard tariff code BTLL1

For mobile rates outside of inclusive minutes please see business standard tariff code SMB1

Small Business Communication Solutions

	Set Up Fee	Description	Monthly Rental	Cost Of Minutes	Tariff Code
Axis Telecom Auto-attendant	£50.00	Control your inbound calls with a professional call handling solution	£29.95	N/A	SBC1
Axis IPPBX Telecom Hosted Telephone System	£150.00	A low cost highly functional IP telephone system	£9.95 Per Line	*	SBC2
Axis Telecom Call Recording (Safeline)	£150.00	Record all of your inbound and outbound calls for one low fixed monthly fee	£19.95	N/A	SBC3
Axis Telecom Freephone Number	N/A	Beat your competition to new business with a freephone number for your customers	£2.00	5 ppm per call recieved	SBC4
Axis Telecom 0844 Inbound Number	N/A	Turn your inbound calls in to a highly lucrative revenue stream	N/A	Customer recieves a rebate of 0,5 ppm on inbound calls recieved	SBC5
IP Handsets	£95.00	High Quality Modern Digital IP Handsets			SBC6

* For call package details see BT tariff information.



Charges For Business Customers in the Hull area (HU Postcode area) Non BT Lines

	Line Rental	Package Price	Local	National	Local & National Call Caps	Mobile	Mobile Caps	Inclusive International calls	International Caps	Paper Bill	Cash Cheque Payment Charge	Tariff Code	60 Month Contract Discount
Hull area Business Standard (Pay as you go)	£13.50	N/A	Free Unlimited	1.2 ppm	10p per hr	9.99	25p per hr	N/A	20p per hr	£1.50	£3.00	HU111	12.50%
Hull area Unlimited	N/A	£19.99	Free Unlimited	Free Unlimited	N/A	9.99	25p per hr	N/A	20p per hr	£1.50	£3.00	HU112	12.50%

The above tariff applies per line or per channel for ISDN customers.
 All Hull area lines and channels attract a £3.00 per month per line charge where network services are required.
 Inclusive network services include call divert, caller display, call waiting, three way calling.
 All tariffs are subject to an initial charge of one months line rental and package cost payable on a preline basis.

Hull Area New Line Installation***

Line Type	Charge	Tariff Code
Standard Analogue Line***	£195.00	HU113
ISDN 2		
Installation price 2 channels *	£321.00	HU114
All additional pairs 2 channels *	£321.00	HU115
Block 10 DDI	£39.60	HU116
Annual Rental DDI monthly charged per DDI	£6.00	HU117
Management Charge **	£198.00	HU118
ISDN30		
Installation Charge minimum 6 channels	£960.00	HU119
Each additional channels	£36.30	HU120
Annual Rental DDI monthly	£4.25	HU121
Management Charge **	£198.00	HU122

*Orders must be placed in pairs
 ** One off payment
 *** Only available for PSTN & analogue lines
 ****Sign up for a 5 year contract and receive a free new line installation

Hull area SDSL Wireless Broadband*

	Installation	Monthly Rental	Tariff Code
Hull area up to 2 Meg Wireless Broadband	£325.00	£55.00	HUBB1
Hull area up to 5 Meg Wireless Broadband	£325.00	£75.00	HUBB2
Hull area up to 10 Meg Wireless Broadband	£325.00	£99.00	HUBB3

* All prices are subject to a survey

For all line installations please call the Business Support Team on 01482 388413



Axis Telecom Hull Area Rates To International Destinations

Country	ppm exc vat	Country	ppm exc vat	Country	ppm exc vat	Country	ppm exc vat
Afghanistan	100.50	Estonia	7.50	Marshall Island	100.50	St Lucia	63.75
Albania	28.50	Ethiopia	67.50	Martinique	58.50	St Vincent And The Grenadines	63.75
Algeria	28.50	Falkland Islands	100.50	Mauritania	100.50	St, Helena	115.50
Andorra	9.00	Faroes (Via Denmark)	18.00	Mauritius	67.50	St, Pierre & Miquelon	63.75
Angola	100.50	Fiji	100.50	Mexico	15.00	Sudan	67.50
Anguilla	63.75	Finland	4.50	Micronesia	100.50	Surinam	67.50
Antigua	63.75	France (Including Corsica)	4.50	Mobiq And M4 Voice	0.00	Swaziland	67.50
Argentina	67.50	France ISDN	42.00	Moldovia	58.50	Sweden	5.63
Armenia	54.30	French Polynesia	100.50	Monaco	4.50	Switzerland (Liechtenstein)	4.50
Aruba	58.50	Gabon	67.50	Mongolia	100.50	Syria	90.00
Ascension Is	100.50	Gambia	67.50	Montserrat	63.75	Taiwan	6.00
Australia	3.00	Georgia	54.30	Morocco	28.50	Tajikistan	54.30
Austria	3.00	Germany	4.50	Mozambique	100.50	Tanzania	67.50
Azerbaijan	58.50	Ghana	67.50	Myanmar (Burma)	100.50	Thailand	22.50
Bahamas	63.75	Gibraltar	21.00	Namibia	67.50	Togo	67.50
Bahrain	90.00	Greece	4.50	Nauru	115.50	Tokelau	180.00
Bangladesh	58.50	Greenland	100.50	Nepal	100.50	Tonga	100.50
Barbados	63.75	Grenada	63.75	Netherlands	4.50	Trinidad And Tobago	63.75
Belarus	45.00	Guadeloupe	58.50	Netherlands Antilles	58.50	Tunisia	28.50
Belgium	4.50	Guam	100.50	New Caledonia	100.50	Turkey	15.00
Belize	58.50	Guatemala	67.50	New Zealand	7.50	Turkmenistan	54.30
Benin	67.50	Guinea	100.50	Nicaragua	67.50	Turks And Caicos Islands	63.75
Bermuda	63.75	Guinea Bissau	100.50	Niger	100.50	Tuvalu	130.50
Bhutan	100.50	Guyana	58.50	Nigeria	52.80	Uganda	67.50
Bolivia	100.50	Haiti	58.50	Niue Island	190.50	Ukraine	22.50
Bosnia-Herzegovina	28.50	Honduras	67.50	Norfolk Island	100.50	United Arab Emirates	27.00
Botswana	67.50	Hong Kong	4.50	North Korea	130.50	Uruguay	67.50
Brazil	9.00	Hungary	19.50	North Mariana Island	100.50	USA	4.50
Brunei Darussalam	100.50	Iceland	9.00	Oman	58.50	USA (ISDN Only)	42.00
Bulgaria	28.50	India	18.00	Pakistan	22.50	USSR	7.50
Burkina Faso	100.50	Indonesia	43.50	Palau	100.50	Uzbekistan	54.30
Burundi	100.50	Intl Inmarsat M	245.70	Panama	67.50	Vanuatu	120.00
Cambodia	100.50	Iran	67.50	Papua New Guinea	100.50	Venezuela	67.50
Cameroon	100.50	Iraq	67.50	Paraguay	67.50	Vietnam	45.00
Canada	4.50	Ireland	4.50	Peru	67.50	Virgin Islands (Us)	63.75
Cape Verde Islands	100.50	Iridium	245.70	Philippines	21.00	Virgin Isles (UK)	63.75
Cayman Islands	63.75	Israel	7.50	Poland	6.00	Yemen (Republic Of)	67.50
Central African Republic	100.50	Italy	4.50	Portugal	4.50	Zambia	67.50
Chad	100.50	Jamaica	63.75	Puerto Rico	63.75	Zimbabwe	67.50
Chile	67.50	Japan	6.00	Qatar	58.50		
China	6.00	Jordan	90.00	Reunion	100.50		
Christmas Island	100.50	Kenya	67.50	Romania	22.50		
Cocos Islands	100.50	Kiribati	100.50	Rwanda	100.50		
Colombia	100.50	Kuwait	58.50	Samoa (U.S.)	100.50		
Comoros Island	67.50	Kyrgyzstan	54.30	Samoa (Western)	100.50		
Congo	100.50	Laos	100.50	San Marino	18.00		
Cook Island	100.50	Latvia	45.00	Sao Tome Et Principe	130.50		
Costa Rica	67.50	Lebanon	90.00	Saudi Arabia	33.00		
Croatia Republic	28.50	Lesotho	67.50	Senegal	67.50		
Cuba	88.50	Liberia	67.50	Seychelles	67.50		
Cyprus	19.50	Libya	28.50	Seychelles Mobile	0.00		
Czech Republic	19.50	Liechtenstein	7.50	Sierra Leone	67.50		
Denmark	5.63	Lithuania	58.50	Singapore	4.50		
Diego Garcia	100.50	Luxembourg	4.50	Slovakia	19.50		
Djibouti	100.50	Macao	15.00	Slovenia Republic	28.50		
Dominica	63.75	Macedonia	28.50	Solomon Island	115.50		
Dominican Republic	63.75	Madagascar	100.50	Somalia	67.50		
Ecuador	100.50	Malawi	67.50	South Africa	9.00		
Egypt	90.00	Malaysia	12.00	South Korea	43.50		
El Salvador	67.50	Maldives Islands	100.50	Spain (Sp,N,Africa)	4.50		
Equatorial Guinea	100.50	Mali	100.50	Sri Lanka	58.50		
Eritrea	67.50	Malta	19.50	St Kitts And Nevis	63.75		

International Call Capped Destinations

(caps 15p exc VAT for calls up to 60 min)

- Australia
- Austria
- Belgium
- Canada
- Denmark
- France
- Germany
- Ireland
- Italy
- Luxembourg
- Netherlands
- New Zealand
- Norway
- Portugal
- Spain
- Sweden
- Switzerland
- USA

Telephone Order Line

All successful sales must be called through to the Business Sales Support number 01482 388413, this will ensure that sales are processed quickly.

When you call the support line please ensure you have all the correct information ready to hand, as you will be asked for this information to proceed with your sale.

Once the information is inputted by the support team they will provide you with a unique reference number which you will need to record as it will assist you in tracking your sale.

All paper contract forms must be returned weekly to Axis Telecom Head Office for attaching to the customer CRM records.

Please send all documents to the following address:

Axis Telecom B2B Sales
Freepost Plus
RSGK-XJST-BAHZ
4th Floor Office
50 Lowgate
Hull
HU1 1EN

Business Support Team

Opening hours Monday to Friday 8.30am to 5.30pm

The Business Support Team is a team of experienced staff on hand who will provide assistance to agents in the field who can provide invaluable answers to questions which may be the deal clincher.

The team can quote you with "best prices" all you need to do is provide the team with the customers call usage and current line rental prices, the quote can be provided within minutes and allows you to complete your sale on site immediately. The team have the option to provide you with the customers "dialogue services" which enables you to identify the services the customer currently has on their line.

Requirements for receiving a best price quote:

- Number of lines
- Minutes of local call
- Minutes of national call
- UK mobile minutes
- NGN minutes
- International minutes and destinations



Commissions FAQ

When are the connection bonuses paid?

All connection bonuses are paid upon activation of the customer service. Payments will be made weekly to your nominated bank account.

How long will I be paid residual commission?

You will continue to be paid residual commission on all customers that you have acquired as long as they continue to be an active customer of Axis Telecom and you continue to be an active sales agent.

How will I know how my orders are progressing?

We will send you a weekly commission summary report that will detail the status of all your submitted sales orders and the value of commission payable.

When will I receive my first residual commission payment?

The first payment will be made after 60 days and all subsequent payments will be paid monthly by BACS thereafter.

I don't quite understand how residual commission works...

Let's say you have a customer that spends £500.00 per month on their monthly communications spend and you've signed them upto a 36 month contract. Let's also presume your residual commission is 6%. Your residual commission would be paid as follows:

£500.00 x 6% = £30.00 per month

36 months x £30 = £1080.00

So over a period of 36 months you would earn an additional **£1080.00**

What happens after the contract expires, will I continue to receive payments?

Yes, as long as the customer is still using the company's service, you will continue to receive monthly residual commission payments.

Can I resign an existing customer?

Yes, you can resign a customer six months from the expiry of their original contract.

Support Contacts

Axis Telecom Business Sales Support

T: 01482 388413
E: B2B@axistelem.com.co.uk
F: 01482 388450

Axis Telecom Customer Services

T: 0844 875 1942
F: 0844 875 1950

