



Avance Telecom Price Plan

Handset account

€14.99 setup & €2.99 monthly **PER HANDSET**

- Free internal calling
- Call transfer
- Automated call alerts
- Web access
- Disaster recovery
- Call forwarding
- Do Not Disturb
- Virtual telephone login
- Detailed report access
- Call recording*

*Additional charges of € 0.02 per minute and € 0.02 per minute storage per month (if required)

Automated Call Distribution

€14.99 setup & €4.99 monthly **PER FEATURE**

- Interactive Voice Response menu with 12 options
- Call queues with intelligent call distribution
- Ring / Hunt groups with optional linear/circular route
- Pattern menu with intelligent routing

Special Features

€4.99 setup & €1.99 monthly **PER FEATURE**

- Remote pickup groups
- E-voicemail mailboxes
- Fax services plus DDI
- Personalised greeting
- Alarm / event trigger
- Remote access
- Call restrictions (call control)
- Call conferencing
- Time groups (auto-redirection)
- Page broadcast

Other Charges

Charges vary as shown below

- Client activation fee on 0 month contract only: €49.00
- Installation fee: € Vary depending on size and type.
- Concurrent connections/lines: €10.99 monthly fee
- Call charges: please ask us for an up-to-date copy.
- Numbers (DDI): See overleaf.

Outstanding Service

We provide an outstanding service level for our customers. Not only have we pioneered a preventative support program, we also include free training and configuration time for you each month.

We understand your telephone system is a business critical system. That's why we have the best people working round the clock to keep your system up-to-date and easy to use.

Future Proof

Because we provide a HOSTED system, you do not need to commit company resources to managing the phone system, and we will make sure its up-to-date. Simple, reliable, effective and affordable.

Hardware Prices: For a list of our phones, network components and other accessories, please see our Hardware Price List.



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Numbers or DDI's (Direct Dial In)

From €9.99 setup & €1.99 monthly **PER NUMBER***

- 902 non-geographic
- 928 Las Palmas
- Other numbers from Spain
- UK 0844 non-geo number
- UK geo (e.g. London)
- German numbers
- Irish numbers
- USA numbers
- Port you existing number!
- Porting fee (€19,99 setup)

*For UK geo and non-geo numbers only. Other numbers are €19.99 setup and between €2.99 and €8.99 per month.

Training and Configuration Time (TCT)

FREE allotment per month then €25.00 per half hour

In order to help you get the best from your system, we provide free training and configuration time each month (amount of time depends on Contract Duration). Adapt your phone system to your changing business or train your team on features they may not be taking full advantage of.

Pro-active Support Program: Avance Telecom have pioneered a pro-active support program (we call it PSP), which involves meeting with you on a regular basis to discuss whether your needs have changed, present statistical information about your phone system and identify areas of improvement, helping Avance Telecom to allow your telephone system to adapt to changes in your business so that it works best for you. We believe that it is possible for a telephone company to provide outstanding customer service! Let us show you how.

Contract Duration

Setup and hardware discount **PER YEAR OF CONTRACT**

- Reduce some set-up fees and hardware costs by extending your contract. Eliminate your activation fee too.
- 0 month contract - 0%
- 12 month contract - 10%
- 24 month contract - 20%
- 36 month contract - 30%
- 48 month contract - 40%

Other Benefits

It's a simple choice, with clear benefits

- Very low call charges anywhere in the world.
- Increased call quality for international calls.
- **Business packages of outstanding value. Ask us.**
- Pre-pay and Post-pay accounts.
- Per second itemised monthly billing.

Payment Policy

Payment must be made by credit card, bank transfer or direct debit.

A post-pay service is offered as standard, although should a payment be returned or declined, or should Avance Telecom wish at any time, a pre-pay option will be instigated requiring the customer to pre-pay for their contracted services.

Payment of 50% of the total set-up fee is made upon the customer signing the 'Customer order form', and the remaining 50% after installation and activation are complete.

Invoicing is electronic, via email in PDF format. Invoices are sent out between the 1st and 5th of each month. Payment is taken immediately the invoice has been sent.

Hardware can be purchased or rented, depending on what best suits your business. Our hardware comes with a two year guarantee, and is ready to go out of the box.