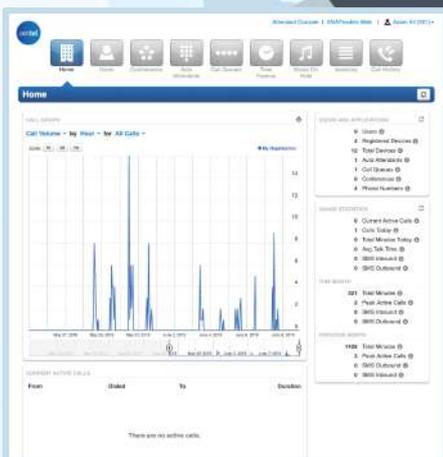


Start Your Telecom Business Today



Why Partner with aertel

Founded in 2013, aertel Limited is privately held, profitable, and debt-free. Our experienced leaders guide an elite team that provide clients with a full-service, cloud-based, highly compelling managed solution set. There's nothing we love more than taking care of every last detail, ensuring your focus stays on your critical business challenges.

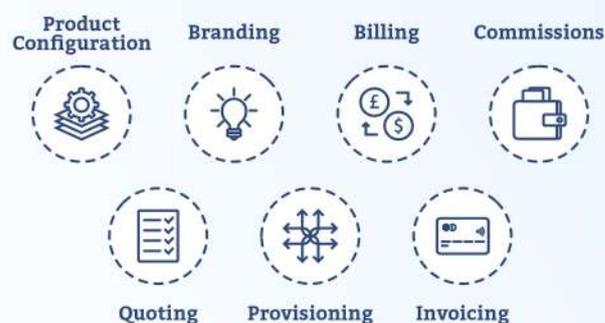
aertel's characteristics are that we are dependable, knowledgeable, genuine, entrepreneurial, energetic and flexible.

Based in London we manage a base of over 15,000 users across direct customers under our brand Xinix World, our dealer model based on the sipdesk brand, white label partners and wholesalers. Supplying quality and affordable telecom solutions to SME and corporate businesses.

- Independent & financially secure
- 100% client ownerships maintained by you
- White label, reseller & wholesale capability
- Typical mark up on our products are between 50-100%
- Easy on-boarding, training & simple billing process
- Unlimited technical support
- One of the UK's most complete VoIP offerings
- API integrations for CRM's, websites & other applications
- Softphones
- Corporate branding
- Customised software development
- Multi-tenant architecture

Start Your Telecoms Business Today

aertel enables anyone with a strong sales orientation to start a telecoms business and run their own telecoms company. It's that simple. All you need is a phone, an internet connection and a computer, aertel look after everything else. That's why it's the ideal start-up opportunity for motivated individuals and businesses with an entrepreneurial spirit.



aertel sits in the background, we are invisible to your customers. Our professional, UK based technical support team are there as second and third lane support. Our efficient billing team ensure all your billing and commissions are correct every month. You are not alone with marketing strategies either, your experienced Account Manager and Client Support Team are there to assist with your sales acquisition strategies, provisioning and ordering assistance. Our marketing team is here to provide you with advice and assistance, we let you focus more on your business while we keep an eye on how the market is moving.

Our Products & Services

Hosted VoIP 	IP Telephony Call Centre SIP Trunks Inbound Fixed Lines	DIDs 	01/02 Geographic Numbers 08 & 03 Numbers Numbers Across 77 Countries Available
SIM Only 	SIM Only Tariffs Mobile Data Only International Plans	Data 	Superfast Broadband Ethernet & Leased Lines Assured Broadband Hardware & Routers
Wholesale 	A-Z Call Termination Integration with Billing End to End Security API is Available	International 	International numbers Ease of communication Excellent connection

aertel is Your Connection to World-Class Providers

With a relationship network, featuring some of the world's leading innovators in the telecoms industry, aertel leverages the power of over 30 providers, we are able to design a product set that is reliable, cost-effective, flexible, and tailored to your specific needs. From voice data transmission to mobile services, high-speed broadband to comprehensive telephone networks, we have a solution to meet our direct clients and partners need worldwide. This allows us to continue our mission to deliver innovative business solutions with best in class service and support.



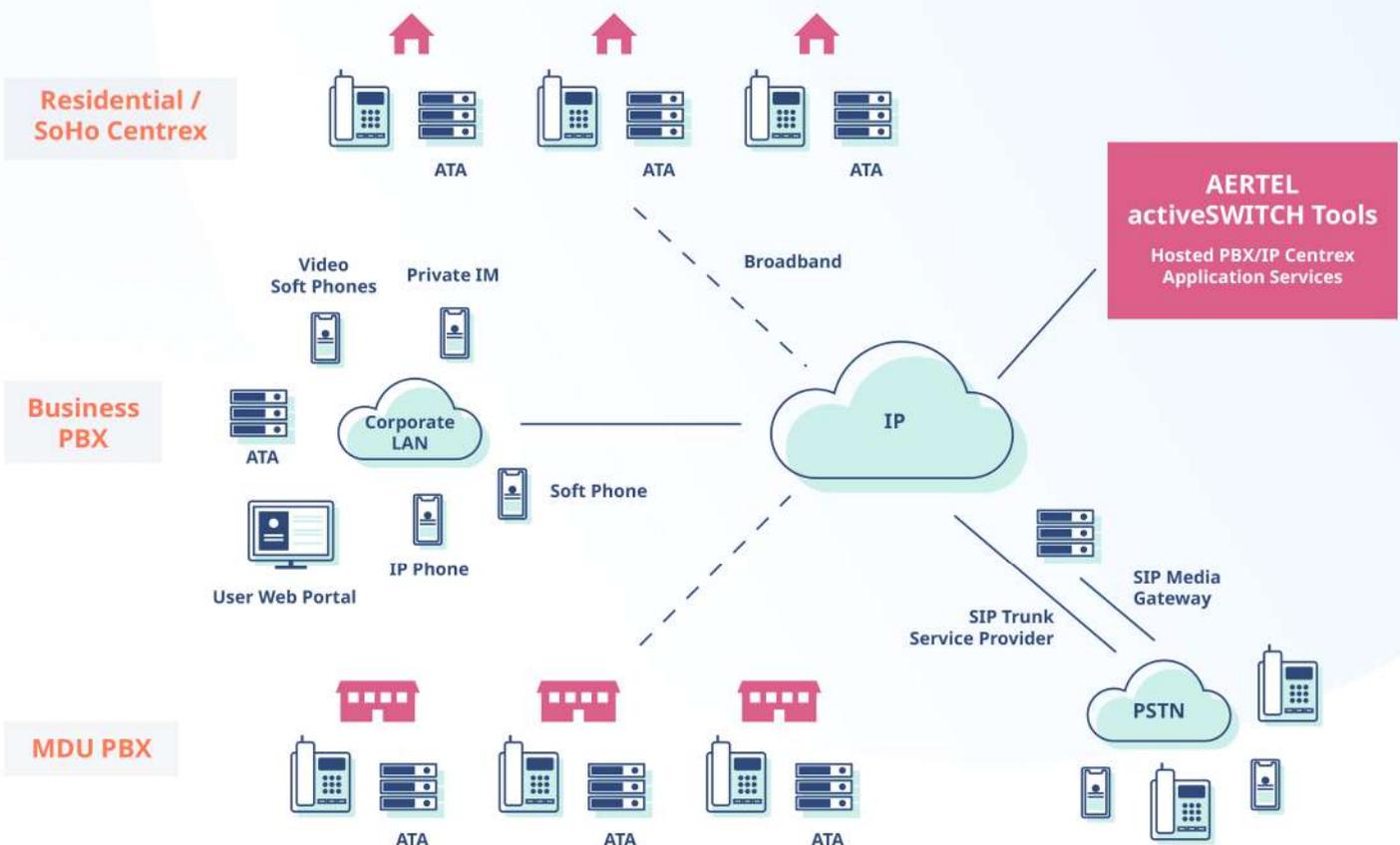
aertel's extensive portfolio of carrier options allows us the breadth to provide our clients with the diversity and full coverage they require.

Our Modules

Core	Class 5 switching
Unified Communications	Softphone applications and Web RTC
Conferencing	Audio bridging with portal-based conference controls
Endpoints	Device provisioning, firmware management, and device configuration
Portal	Customizable multi-tenant capable user portals with varying permissions and views
Recording	Real time conversion, management and storage of raw media
Routing	Session border controller and class 4 switching
QoS Monitoring	Quality of service monitoring and diagnostic tools
Quote to Cash	"Quote to Cash" order management and billing capabilities

Core – Class 5 Switching

Everything on the cloud, in a single environment. activeSWITCH is our UCaaS solution – where all devices come together in one experience. Our activeSWITCH is a flexible platform that can be used to opportunistically add services to an existing network, or a single end-to-end solution to create, deliver and manage VoIP and the next wave of communications and collaboration apps.

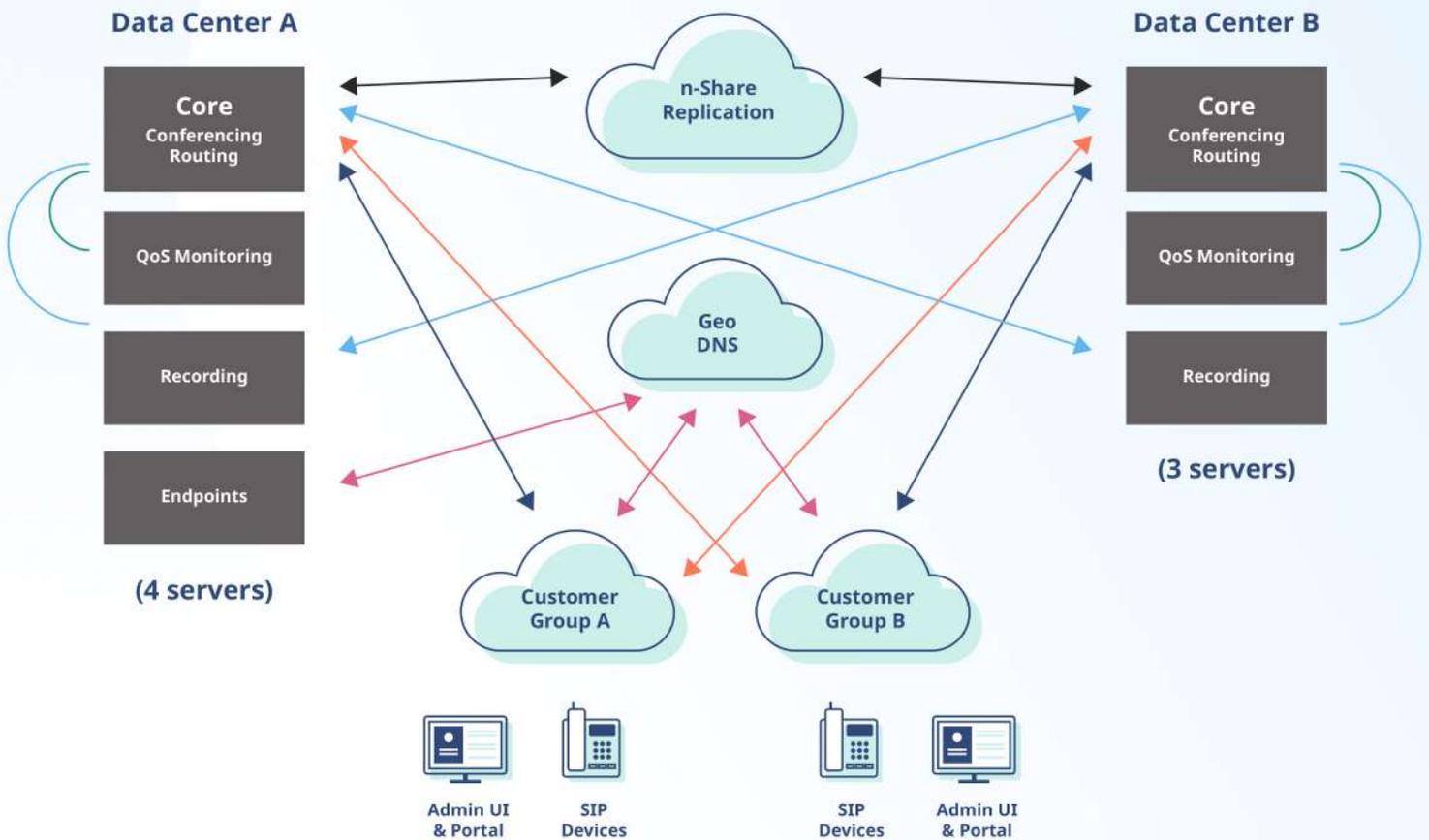


Control Your Quality of Service

Quality of Service dictates your client’s satisfaction with your services. Service Providers must be able to deliver voice services with little to no downtime in order to satisfy their clients. This can be achieved by controlling the different aspects of your network including creating redundancy within a single data center site and between geographically diverse data centers. Xinx World n-Share technology gives service providers the peace of mind knowing that the data and processes from one PoP (Point of Presence) is being actively replicated and shared across all other PoPs in real time so that if something disastrous should happen to a data center in the network, all communications information will be dynamically distributed to unaffected locations in real time. If you are reselling a solution, you are most likely unable to guarantee this type of reliability..

Server Configuration

n-Share Geographic Redundancy



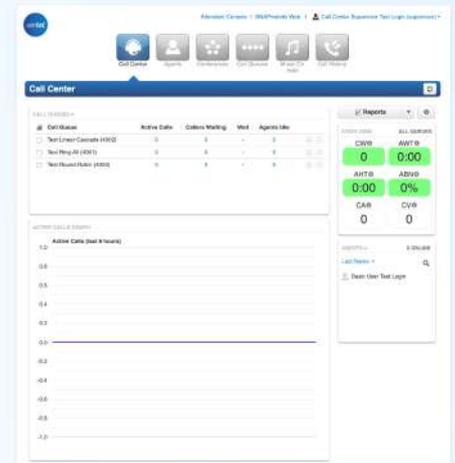
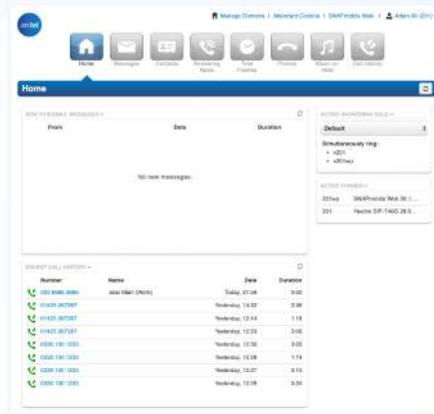
- ↔ Primary Connection
- ↔ Real Time Recording
- ↔ Redundant Connection
- ↔ n-Share Replication
- ↔ Provisioning URL
- ↔ QoS Monitoring

User Portals

aertel dedicates engineers focused on the highest level of user acceptance by designing a user interface (UI) unrivaled in the market. We ensure our UI is intuitive and pleasant to use lowering your support costs. aertel portals include views for:

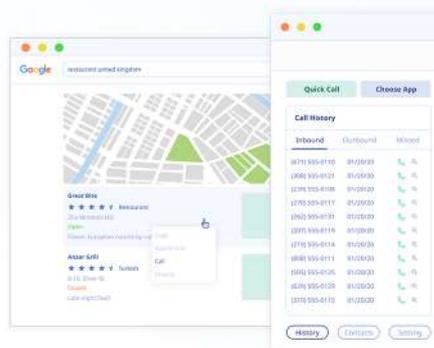
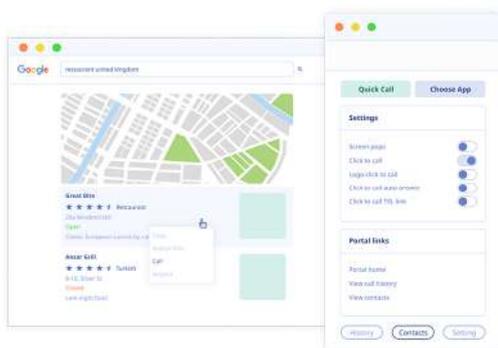
- Super Users
- Office Managers
- Call Center Supervisors
- Call Center Agents
- Receptionists
- Basic Users

Customise each view per domain, or customise features for an individual user. Multiple languages are a click away.



WebRTC

talkHD brings activeTALK based videoconferencing to the next level of integration coupled with simplicity. Up to 16 parties can collaborate on shared documents and screens, including chat. Using talkHD, a selective forwarding unit (SFU) allows for mixed video formats Combined with all the advantages of WebRTC, talkHD is a universally acceptable Unified Communication platform.



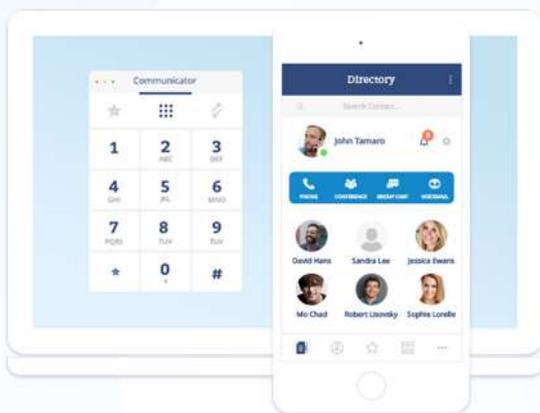
- Custom Chrome Extension
- Fixed Monthly Cost
- Single Sign On
- Click to Call
- Screen Pops
- Incoming Call Alerts
- Pre-Built Integrations
- Monthly Updates
- Built-In Dialer

Unified Communications

Our activeSWITCH – UC and Collaboration tools – can be quickly deployed so you can realize your ROI just as quick. aertel offers a comprehensive suite of unified communications (UC) services and feature-sets to service providers. Custom-built to provide our partners with unprecedented levels of flexibility, customisation, and ease of use. With aertel, it's all ready to be active!



Our Softphone & Integration



Combine chat, voice and video calls into one user-friendly interface. Compatible with macOS, Linux, Windows, iOS, Android or a browser we have you covered on all interfaces. Get ready to seamlessly move from a traditional phone system into the world of Voice over IP.

activeTALK provides integration to an unprecedented range of business and contact-orientated applications, offering a standard set of integration features with a huge range of popular cross-vertical and vertical-specific applications.

- ACT!
- Autotask
- Carerix
- ConnectWise
- DATEV
- Dezrez One/PM
- Dezrez Rezi
- eGroupware
- GoldMine
- Google Contacts
- Logical-Office
- Lotus/IBM Notes
- LDAP
- Max-Immo
- Maximizer
- MS Access
- MS Dynamics NAV
- MS Outlook
- National Directories
- NetSuite
- ODBC
- PCHomes
- Perfectview
- PVC CRM
- RPM
- Sage 50 Accounts
- Sage 50 Complete Accounting
- Sage CRM
- Salesforce
- SalesLogix/Infor CRM
- Salpo CRM
- ServiceMax
- Sugar CRM
- SuperOffice
- TeamLeader
- TechMan
- TITAN
- vTiger
- WebCRM
- winSIMS
- Workbooks
- Zendesk
- Zoho CRM

activeSWITCH Feature List

User Features

- Account-Authorization Codes
- Alternate Numbers
- Anonymous Call Rejection
- Authentication by Digest
- Authentication by ANI
- Auto Attendants
 - Personal Auto Attendants
 - Scheduled Auto Attendant
 - Barge In / Barge-in Exempt
- Busy Lamp Field
- Call Forwarding
 - Call Forwarding Always
 - Call Forwarding Busy
 - Call Forwarding No Answer
 - Call Forwarding Not Reachable
 - Find Me (multiple numbers)
- Call Logs (Inbound and Outbound)
- Call Monitoring
 - Automatic Monitoring
 - Supervising Mode
 - Silent Monitoring
- Call Notify
- Call Park
- Call Pick Up
 - Call Pick Up Group
 - Directed Call Pickup
- Call Queues
- Call Recording
- Call Schedule
- Call Status (Real-time in User Portal)
- Call Transfer
 - Attended Transfer
 - Blind Transfer
 - Intercom Transfer
 - Transfer to Voicemail
- Call Waiting
- Calling Line ID Delivery Blocking
- Calling Name Retrieval
- Calling Party Category
- CDRs
- Client Call Control (API and User Portal)
- Conferencing (Multi-Way Calling)
 - Convene Conference
 - Invite Attendees
 - Multiple Conference Rooms
 - Scheduled / Instant Conference
 - Web-based Setup
 - Account Codes
 - Monitor Add, Drop, Hold, Mute
 - Conference Recording
- Device Auto Provisioning
- Direct Inward Dialing
- Directed Call Park
- Directed Call Pickup
- Do Not Disturb
- Enhanced Privacy on Hold
- Extension Dialing
- External Calling Line ID Delivery
- Hunt Groups
- In-Call Service Activation
- Instant Messaging (via SIP SIMPLE)
- Intercom
- Internal Calling Line ID Delivery
- Last Number Redial
- Message Waiting Indicator
- Music-On-Hold
- System Default Music-on-Hold
- Personalized Music-on-Hold
- Phone Status
- Pre-paid Calling (PIN or ANI)
- Presence
- Privacy
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ring
- Simultaneous Ring Personal
- Three-Way Call
- Two-Stage Dialing
- Video Telephony
- Voicemail
 - Default Greetings
 - Customizable Greetings
 - Name Recording
 - Email Notification
 - Voicemail Forwarding
 - Forwarding to Email
 - User Portal (View, Save Delete)
 - Voice Messaging Group
 - Voice Messaging Call Back
- Web User Console
 - Contact List
 - Dial by Contact Name
 - Inbound Call Handling Rules
 - Screen Pop for CRM support

Group Features

- Authorization Group Codes
- Auto Attendants
 - Personal Auto Attendants
 - Scheduled Auto Attendants
 - Chained Auto Attendants
 - Barge In / Barge-in Exempt
 - Attendant Console
- Business Trunking
- Call Center / Contact Center
 - ACD
 - Detailed reports
 - Skill based routing
- Call Intercept
- Calling Group ID Deliver
- Calling Plans (Incoming, Outgoing)
- Configurable Extension Dialing
- Device Inventory
- Department Support
- Group Announcements
- Group Custom Ringback

- Hoteling
- Hunt Groups
- Instant Group Call
- Instant Messaging (via SIP SIMPLE)
- Office Manager Portal (Web portal)
- Pre-paid Calling (PIN or ANI)
- Printable Group Directory
- Simultaneous Ring (group)
- Video Conferencing (external MCU)

System Features

General

- Integrated Session Border Controller
- Multi-tiered with delegated administration
- Brandable web portals for all user levels
- Flexible partitioning for wholesale and retail
- Customizable IVR and system prompts
- Comprehensive NOC support tool
- SIP trace with ladder diagram on every call
- API for integration with existing OSS / BSS
- Codec Agnostic with Pass-Thru
- Integrated Billing and Accounting
- Prepaid or post paid accounts

Fault Tolerance

- Geo-distributed for network redundancy
- Active-Active server configuration
- Highly scalable, distributed architecture
- Up to 10 million users and 40 million BHCA
- Supports rolling, hitless upgrades

Routing Management

- Least Cost Routing
- Percentage Routing
- Granular Carrier Capacity Controls
- DID Grooming / Normalization
- e.164 Support
- White List / Black List

Security and Fraud Detection

- Velocity Filter for bad calls
- Auto Block on failed registrations
- Auto Block SIP port scanning
- Auto Block promiscuous SIP user agents
- Remotely triggered updates
- Support all major brands

Configuration Management

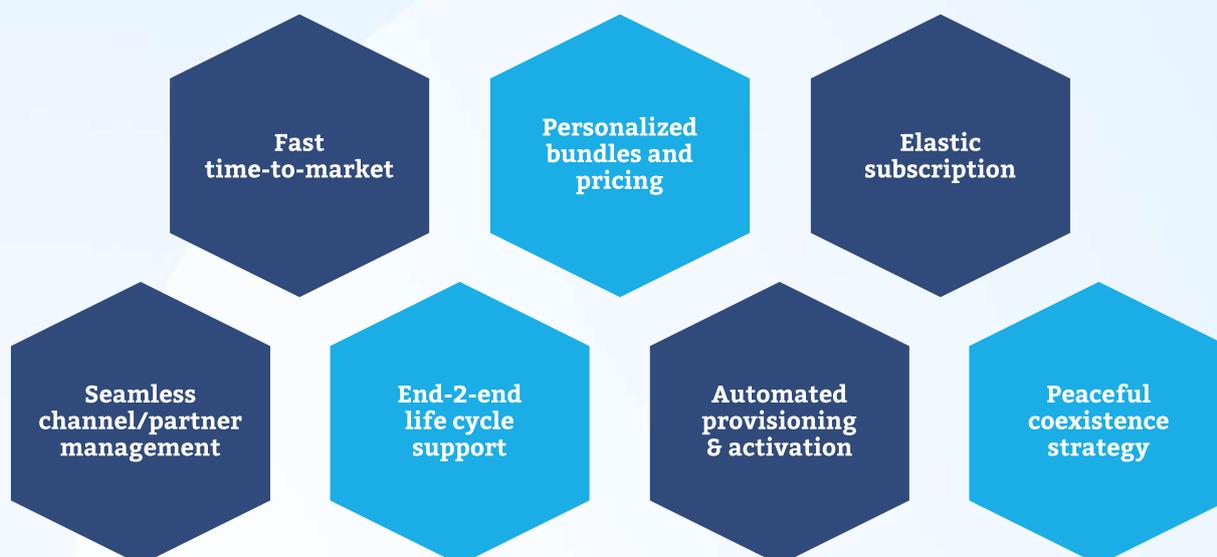
- Configurable Audit Trails
- Configurable Time Zones
- Custom Web Content
- External Provisioning Interface
- Portal Support
- Reseller Support
- Web Branding

Regulatory

- 999 Emergency Calling
- CALEA (Lawful Intercept)

activeMANAGE & activeBILLING - A Complete OSS/BSS Solution

Revenue Opportunities Optimised – activeBILLING supports requirements that can help a business scale quickly.



activeMANAGE is a business and operations management system designed by people in the communications industry for people in the communications industry. It streamlines everything a service provider needs from pre-sales activities like quoting to post-sales tasks like billing in a true 'quote to cash' solution. With step-by-step project management, automation, and default templates, activeMANAGE can take a complicated multi-platform process normally managed by several highly trained technicians and turn it into a simple job that can be managed by employees of any skill level. This allows you to cut out the costs of the duplicate software platforms, consolidate your efforts into managing a single solution, and free your skilled employees to work on revenue generating activities.

Combine with activeSWITCH for a complete service provider package!



Configure



Price & Quote



Propose &
Contract



Order & Renew



Bill & Collect

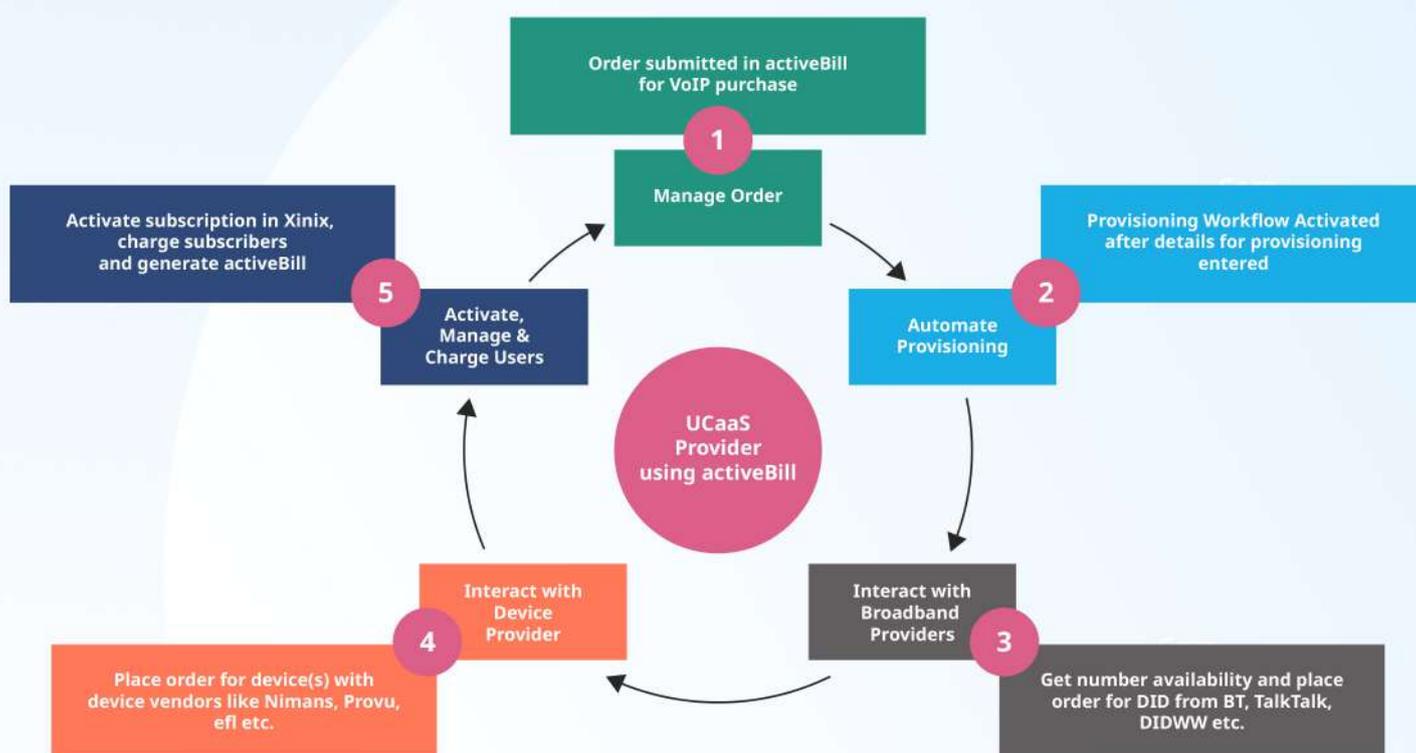


Recognise &
Analyse

We give you full access to all the features, you decide what to offer your customers and what price. We allow you to control your margins in order to improve your ROI. As a provider of facilities-based solution, you are able to personally choose from our range of products and create your own bundles for your direct customers. We also allow you strategically price your product for a maximum return on your investment by charging seats with all-inclusive features and calls.

Robust Order Management and Automated Workflow

activeBILLING maximises market and margin opportunities for our telecom, cloud cable and commerce customers. The activeBILLING platform is scalable, flexible and secure billing solutions that provides fully automated, compliant billing capabilities to activeBILLING customers and easy-to-consume self-service to subscribers.



Key Benefits

- All logos, invoices, emails, URLs are branded to the partners specification
- Uploading a product catalog easily creates products and pricing for each of the items, including installation prices, tiers and bundles
- Employees rapid selection of products with a user-friendly wizard allow easy and accurate quoting
- Any non-telephony product/service can be added to the quote
- The employee can request a discount including authorization approval, if required

Key Features of activeBILL and activeMANAGE



Products, Services, and Equipment Inventory

- A robust catalog for products, services, and bundles
- Recurring, one-time, usage/metered, pro-rated, and rule-based charges
- Discounts, coupons, trials, and freebies
- Inventory allocation through activation



Billing, Invoices, and Collection

- Consolidate usage charges (recurring or one-time), including CDRs
- Measured usage rating
- Taxation through activeBill or integrated tax calculation partners
- Customizable branded invoice templates (with detail specific to customer needs)
- Billing cycles can be customer specific
- Regular, on-demand, or delayed billing
- Partial and full payments. Refunds, credits, exchanges, and cancellations.
- Offline and automated payments (credit card, debit card, and ACH). Multiple payment gateways
- Dunning notifications. Suspend or resume service based on payment status



Reporting

- Forty out-of-the-box business reports and dashboards to manage your business
- Product, customer, and partner performance
- Accounts receivable, payment status, and delinquent payments
- Compare carrier/provider contracted rates to invoiced rates for revenue leakage
- Credit card expiry report
- Custom reports built as needed



Customers, Orders, Subscription and Activation

- Customer details (consumer, business, hierarchical), payment information, order details, and subscriptions
- Quotes, orders, provisioning, activation, and product fulfillment
- Branded and mobile friendly 'Self-Care' and 'Help-Desk' allows customers to manage their own account, upgrade/downgrade plans, place orders, and make payments.
- CSRs can easily access customer information through activeBill or integrated CRM
- Service/subscription activation automated through downstream integrations
- Manage devices, store inventory, and track order status



Partners

- Create and manage partners, reseller and agents including settlement terms
- Allow access to all or part of the catalog with custom pricing/partner hierarchy
- Sell products through channel partners in a retail or wholesale model
- Partners can use activeBill functionality
- Partner settlement with a variety of settlement modes
- Partners can manage their own customers and or subscribers
- Partners can customize invoices and self-care portal with their own logo and color scheme



Integrations

- Seamlessly integrate with third-party services and internal business systems
- Accounting, Quoting, Taxation, Payment Gateway, and Downstream Activation
- CSR's have access to all customer data in one-view with CRM integration
- Custom integrations created as needed

Ready to get Started!

We Manage

Aertel will manage all the customers you introduce, right from support to billing, under our sipdesk brand name.

You Manage

Grow your brand and build your own company presence. This is a complete white label solution.

sipedesk (Reseller Solution)	Your Brand (White Label Solution)
sipedesk brand	Re-branded customer portal, reports, invoices
No initial investments	You can have your own reseller agents referring your services
Technical support	Full training provided, support your customers with confident
Brand and Marketing Support	Full control over your customer Hosted VoIP system
Managed Billing & Collection	Freedom to sell your own equipment or additional services (e.g. system setup, cabling etc);
End User Support	Dedicated wholesale account manager to help you with complex enquiries
24/7 Server Monitoring	24/7 Server Monitoring
No Set-up Fee	Set-up Fee
No technical expertise required	Re-branded solution. "Your brand – powered by aertel".
Softphones PC / Mobile Included	Softphones PC / Mobile Included

White Label Deployment Training & Support

- Set-up includes the deployment of our platform with your brand name and configuration into the Analytics Module and other management systems
- We are responsible for procuring, housing, management and installing the physical servers and loading the specified Linux Operating System making them remotely accessible
- Up to 5 hours of online training is included. Training sessions are scheduled over multiple days, and are designed to maximise your mastery of the system
- Additional training is available on an hourly basis, including on-site training if required

