

DOMAINS™

Fully-managed routing to-and-from phone systems





Resilient routing done properly

Rather than simply incorporating SIP trunks, numbers, phones, and domains into a complete “Hosted PBX” solution, we built a stand-alone product from the ground up and continuously developed upon it over many years for reliable routing to-and-from PBXs. This is exclusively for official distributions of cloud-based and on-premises FreePBX & PBXact.

Our primary focus was to make every component as resilient as possible by avoiding single points of failure, using a combination of real-time monitoring for fast, automated switchover between geographically-diverse data centres. It has been technically challenging at times and we have unashamedly learned a lot. It’s easy to copy other providers, but we didn’t.

Why 20tele?

We cut out the middle-man and work directly with wholesale suppliers at the top of the food chain, with a thorough understanding of IP networking and DNS, and our expertise in making phone systems work well as an independent MSP (Managed Service Provider). We are engineers first and foremost, continuously improving our systems and processes. This approach to telecoms was recognised by Sangoma who have made us a gold partner with unrestricted access to their portfolio, support departments, and senior management.



We are a Sangoma Gold Partner and regularly referred opportunities to provide SIP trunks, numbers, phones and domains by Sangoma for FreePBX & PBXact, and best-placed to provide this product to you. Sangoma can provide you with their assurance of our capabilities and this complements any existing, current, or future SIPStation requirements you may have.

Preferred Partner for P-Series Phones in the UK.



Domain, SSL, DNS Management

We started out by developing a full-blown web hosting business, before applying that expertise to route traffic to-and-from phone systems. This gave us a solid foundation to provide a resilient solution that is also unrivalled value for money.



Setup & Configuration of Email

Email is becoming increasingly difficult to manage in a way to prevent legitimate notifications being incorrectly marked as spam. We take care of everything for you by configuring with your own domain or with something generic that we provide. We can also customise the content so emails are as meaningful as possible, including voicemail notifications, incoming/outgoing call notifications, storage alerts, reminders, and anything else your PBX needs you to know.

01, 02, 03, 07 Inbound Numbers

Whether it's for routing calls in, or presenting numbers out, we can allocate numbers for almost every geographic location as well as UK-wide 03 and 07 UK-mobile. We take pride in number selection and will always offer our customers the most attractive and memorable numbers available, no exceptions, and without surcharges.



There are no restrictions when moving numbers from other telecoms providers. Our primary wholesale suppliers, Magrathea & VoiceHost, have widespread porting agreements in place.

99.99% Call Routing Uptime SLA

There are many networks and suppliers involved in making calls happen, but it's up to us to choose them wisely, design and build things diligently our end, and deliver near-perfect uptime. And that's why we'll exceed Four 9s every month.

Customers must make us aware of an outage in excess of 5 minutes for a full credit award. This can include total loss of service or when a particular route is not diallable. Any reported faults must be replicated by us and the full credit award continues for an ongoing issue.



Our Promise

Not being able to make or receive calls is not acceptable, ever. We'll ensure you always can.

Kieran Byrne, MD [Product]

SIP Trunks with Fixed Call Rates

We don't charge you for SIP trunks and keep call rates as simple as possible. We offer fixed, known rates for calls to 01, 02, 03, 05, standard 07 UK-mobile, 0845 & 0870, 0843 & 0844, and 0871 & 0872. You can choose to be billed monthly in advance or in arrears. Standard call rates haven't changed since we launched in 2015 and published publicly for all to see.

In a world of fluctuating exchange rates and uncertain inflation, it's almost impossible to tie-down fixed rates to international destinations. We simply pass-through our rate for calls with a 20% markup. This approach also applies to premium rate and to other non-standard call types and we believe this to be the fairest approach in an uncertain economic environment.



Unrestricted concurrent Calling

If we don't have any wholesale restrictions for the number of so-called "channels" required then why should we profit from charging our customers extra? You have the freedom to make as many calls simultaneously as you like without paying us more for the privilege.





Re-Registration to Failover PBX

If you have a primary and failover PBX, we can ensure your SIP trunks, numbers, phones and domains switchover in minutes. We use DNS resilience software, which pings the primary PBX every minute and, if it becomes unreachable, will instantly alert the wider-internet to a change of IP address. It will then revert the changes when the primary PBX is back online.

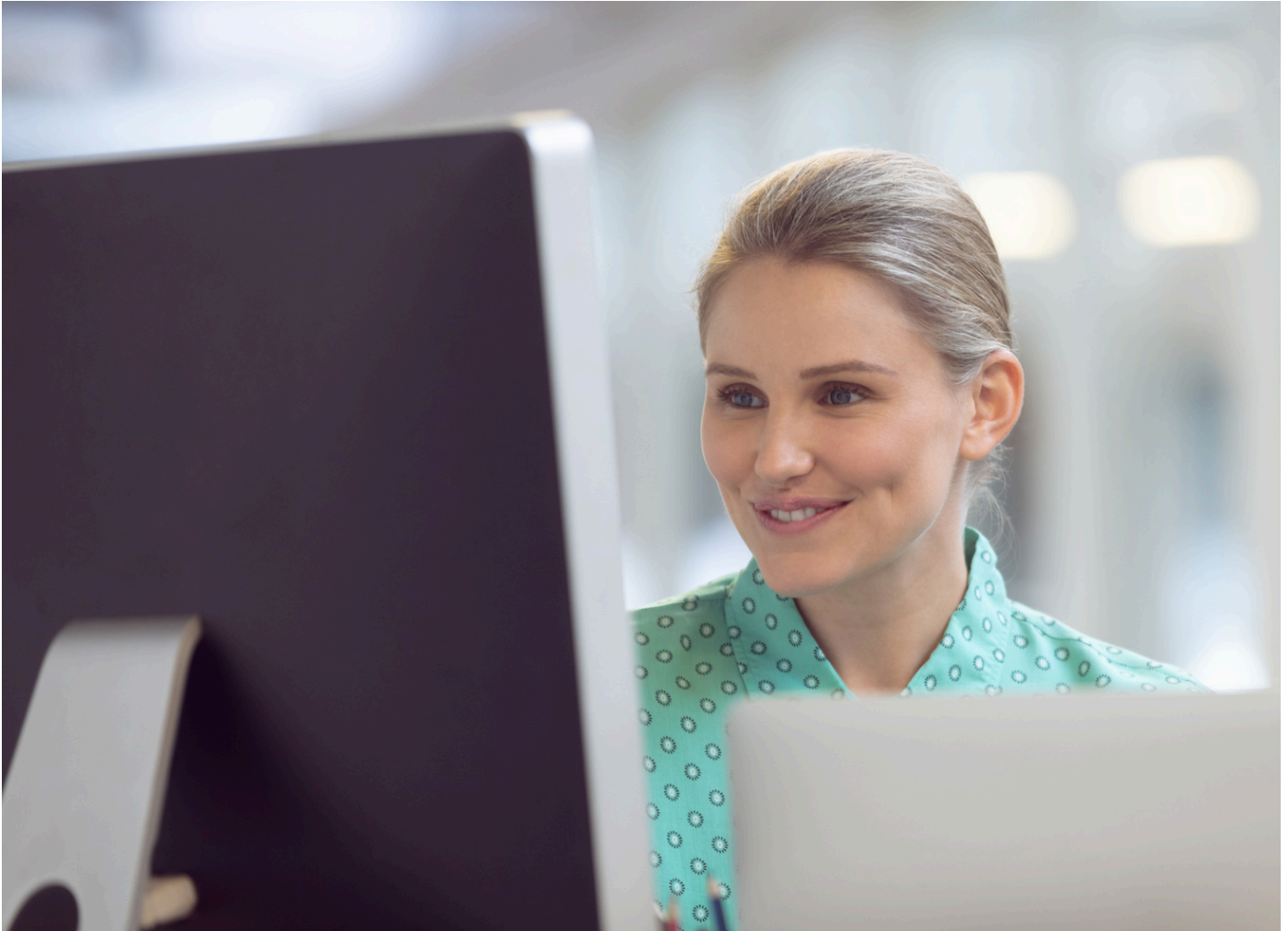
Automated failovers for phones applies to Sangoma S-Series Phones and Sangoma P-Series Phones only, due to the complexity of endpoint configurations for dozens of manufacturers. Alternative call routing will be put in place, in case an endpoint has become unreachable.



999/112 Database Compliance

Something that isn't taken seriously enough in the telecoms industry is the upkeep of your current whereabouts. Despite the challenges VoIP presents, it's important that we regularly inform the emergency services of any phone's location in case a call is made to 999 or 112.

Amazon S3 Buckets and API Key



We trust Amazon's AWS S3 platform to encrypt, transport, and store your backups securely. Unlike other fluffy, user-friendly alternatives we have all become used to seeing, it's focused on the job required and integrates with Filestore in FreePBX & PBXact, with your data being instantly accessible from the Backup & Restore module, and various Windows or Mac apps.

We can retain your PBXs' configuration, directories and files for backup purposes in AWS S3 buckets during the term of our agreement. We will provide you with our Access Key ID and Secret Access Key and your AWS S3 buckets are restricted to a handful of trusted IP addresses and accessible to you when required.

Warm Spare PBX Configuration

If any disruption in telephony can affect your operations, it's essential your infrastructure is designed for the possibility of your primary PBX becoming non-functional, however unlikely. This could be due to an unexpected data centre outage or pre-planned maintenance. We can keep your failover PBX up to date with the most recent configuration from your primary PBX.





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We are a UK-based telecoms provider and Sangoma Gold Partner for rock-solid hosting, licensing, migrations and maintenance of PBXact® & FreePBX® phone systems, as well as fibre broadband and call answering solutions. We work with small businesses, charities, and HNW individuals.

Putting IP in telephones, literally.

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