THEV⦿IPEXP®

Rock-solid hosting and licensing for phone systems

Sangoma | PBXACT | freePBX

It's for FreePBX & PBXact in the Cloud

What started as a trial in 2018 and, for us, back then was an untested way of doing things and ever-so cautiously named the "The VoIP Experiment". It has matured into "The VoIP Experience" aka THEVOIPEXP. Put simply, it's rock-solid hosting and licensing for phone systems, which continues to develop with Asterisk at its core. Whether you are new to VoIP, unsure or unsatisfied, we promise an experience that ensures consistency, confidence and certainty in a voice technology that has improved telecoms immeasurably.

We started out with the basics and low-cost virtual machines with minimum resources, and even made it free for our customers for several years. Over time, the product evolved into a resilient and reliable hosting platform that boasts 100% uptime to date.

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Why 20tele?

Our approach to hosting phone systems was born out of frustrations as a reseller and managing multi-tenant environments. In fact, we were fairly late to the party, and made quite the entrance! We wanted to do things ourselves and do it differently, while demonstrating to the software developers of Asterisk, FreePBX & PBXact, what we were capable of here in the UK. Sangoma recognised our achievements and rewarded us with a gold partnership. Since then, we have continued to strengthen and deliver upon our commitment to improving the VoIP experience.

We are a Sangoma Gold Partner and regularly referred cloud-based opportunities by Sangoma for FreePBX & PBXact, and best-placed to provide you with rock-solid hosting and licensing. Sangoma can provide you with their assurance of our capabilities and experience in smoothly migrating existing deployments, commercial module licensing, user and softphone licenses.

Preferred Partner for P-Series Phones in the UK.

This is THEVOIPEXP

This is THEVOIPEXP, powered by PBXact. A software for phone systems developed by Sangoma in Canada and the United States of America, built on Asterisk and FreePBX. Over here in the United Kingdom, Sangoma made us a Gold Partner. We hosted the software in London at Vultr's Interxion data centre and chose award-winning suppliers: ProVu for Sangoma equipment, Magrathea for calls and numbering, AWS S3 for secure daily backups, and connected it all together with ICUK, Hivelocity, Hostek, WHMCS, cPanel, Enom, ModulesGarden, Cloudflare, Andrews & Arnold, and CityFibre. And then for data centre resilience we did it all again in Manchester with secondary servers at Equinix, another UK-based Vultr data centre, right next to VoiceHost for the calls. It could all be done from Wales, the place we've called home for 8 years, because of cloud-based technologies. England, Scotland, Northern Ireland, throughout Wales and across the globe; trusted by small businesses, charities and high-net-worth individuals to keep things running smoothly. It's an experienced 24/7 operation led by a husband-and-wife team, providing end-to-end maintenance with a zero-downtime approach. It's been over a decade in the making. We aren't just a telecoms reseller, we're now a managed service provider, unique in almost everything we do with plans to grow through franchise. We will continue on our journey improving the VoIP experience. Officially backed by Sangoma.

- Billo Jones for 20tele.com

Official Distro Installation

We have downloaded and installed FreePBX so many times it has become second-nature to us. However you intend on managing your PBX, you will feel confident that everything has been done properly. If you would like to upgrade to PBXact and purchase add-ons, or simply choose a few commercial modules for FreePBX, we will handle the licensing on your behalf.

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Fixed IPv4 Addresses

It's important your primary and failover PBXs can be reached 100% of the time and it's how your users, SIP trunks, numbers, phones and domains, communicate together in real-time. We ensure IP addresses are always fixed, IPv4, and UK-based.

Primary PBX in London

Your phone system is the backbone of your conversations and we take an uncompromising approach to stability, security, and scalability. Operating from Vultr's Interxion data centre with access to their full range of resource options to suit almost any requirement.

You can choose Shared or Dedicated vCPU, up to 4GB RAM, up to 150GB NVMe Storage, and up to 5TB Monthly Bandwidth. Whether Standard, Premium or Supreme, we can assure a fault-free experience for FreePBX or PBXact. If you are unhappy with our recommendations, we will upgrade the resources at no extra charge or even create a bespoke plan just for you.

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Failover PBX in Manchester

Operating from Vultr's Equinix data centre for glove-fit compatibility as a genuine warm-spare, matching resources and licensing of your primary PBX. The failover PBX can always be relied upon in case things go badly wrong and if restoring from a backup or snapshot wouldn't help.

We decided a long time ago that a true zero-downtime meant failover PBXs were essential, operating independently from the primary PBX, and ready to take over at any moment. We have never fallen foul to a sudden outage that meant switching customers over en masse, however, technology isn't perfect and we won't ever take your conversations for granted.

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Native DDoS Mitigation
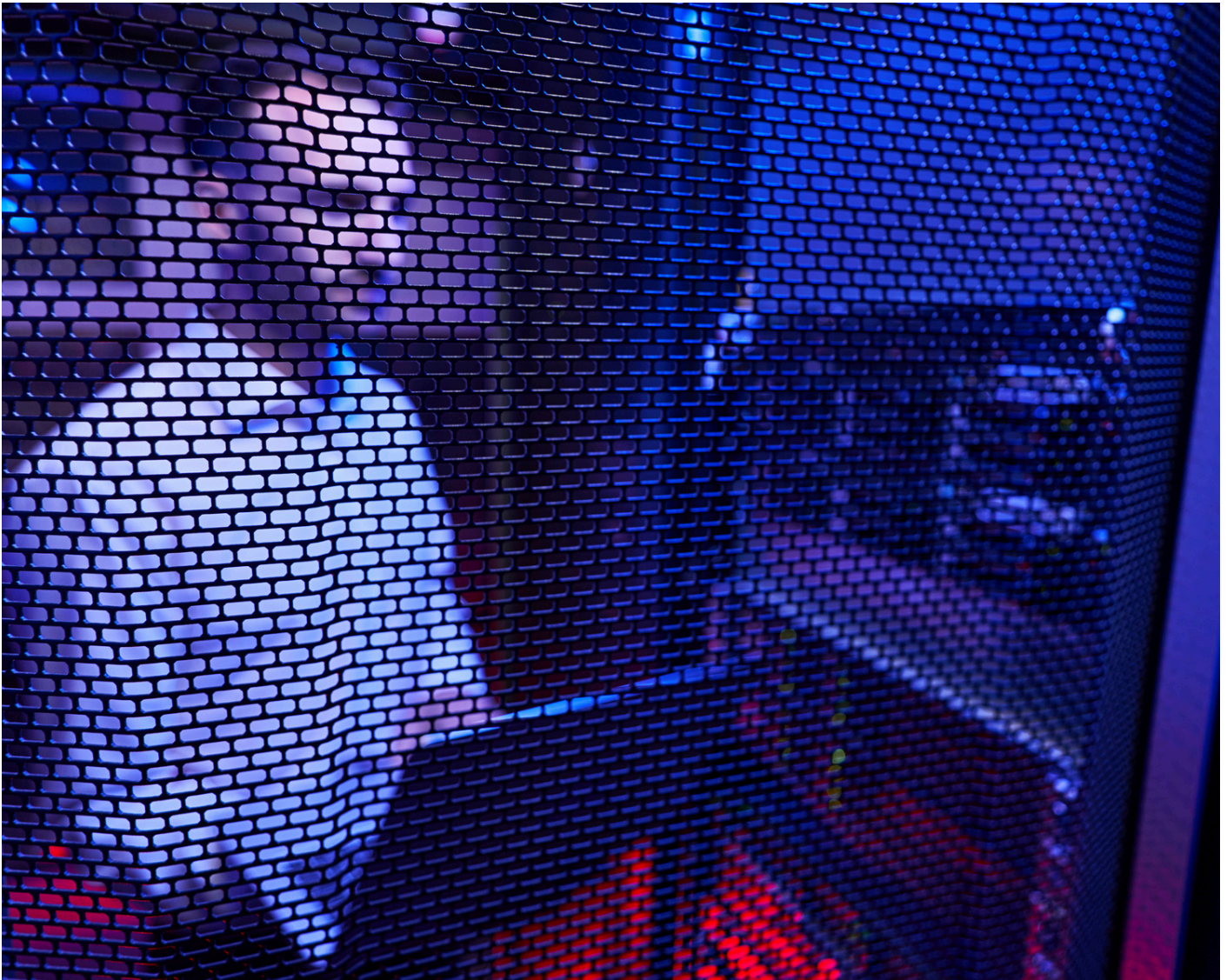
Vultr's native DDoS mitigation system protects your primary PBX. This ensures no increased latency and no routing of your traffic to a third party, keeping your PBX online and operating optimally, even if it became the target of an attack designed to flood all available resources.

In the last few years, several VoIP providers have been subject to severe DDoS attacks and the threat persists. Although we have never been affected directly, on 24th September 2021 we took the unprecedented and pre-emptive step to secure every primary PBX at Vultr's Interxion data centre against such threats and didn't see a negative impact on performance.

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Remote Management

There are no limitations on your level of access to your PBXs including noVNC Console, Start/Stop/Reboot, Customise Reverse DNS, Snapshots & Backups, and Bandwidth Usage Graph. All this fully-integrated with our Support Portal.

We take remote access to our systems incredibly seriously and go well-beyond the expected standards to ensure protection for ourselves, customers, and suppliers. We have dozens of components working seamlessly together and no stone is left unturned. We are meticulous in keeping on top of the latest security trends and evolving threats, and continuously finding ways to improve.

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Say Hello with

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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.   **@20telecom**