

# Kinitron VoIP Solutions:

## Kinitron Voice Recording:

Kinitron Voice Recording is a unique software solution that delivers users unprecedented communications flexibility, feature benefits and significant cost savings when compared to other voice recording products. Kinitron Voice Recording is fully designed to complement the Kinitron Small Office, Enterprise, Corporate and Call Centre telephony product ranges.

Kinitron Voice Recording does not require any additional wiring, cabling, custom hardware or recording devices such as tapes or CDs. Kinitron Voice Recording gives users the ability to locate, retrieve and to listen to their recordings within minutes, saving companies significant time and money, when compared to the cost of the several days that it takes to find critical conversations when using the traditional method of listening to tapes. Kinitron Voice Recording provides selective deployment of any required voice recording using extension numbers or incoming telephone numbers. Calls can be stored and listed on a secure intranet and be associated with the customer information, such as emails, within the company's CRM (Customer Relationship Management) system.

## Kinitron Voice Recording Highlights:

- Total flexibility
- Integration with CRM systems
- Significant cost savings
- An easy and rapid solution to the location and retrieval of recorded conversations
- Listen to a recorded call via a telephone or by PC
- No need for additional equipment or custom hardware
- Secure web listening of all recorded calls



# Kinitron VoIP Solutions:

## Kinitron Telephone Service (VoIP):

Kinitron Telephone Service is VoIP (Voice over Internet Protocol) telephony service that delivers unrivalled customer service levels, quality of service and significant call cost savings. Where a customer has deployed equipment at their prime location (HQ) and additional handsets at off-site premises (branches, remote locations and home workers) including international locations, telephone calls can be made free of charge between these users. Other landline destinations are priced at 1p per minute for UK local, UK national and international destinations with 1p per minute minimum connection charge. Please refer to the Kinitron Call Tariffs table below:

Kinitron Telephone Service provides a fully itemized bill of every call made from each customer location. Billing can be centralized for customers with multiple locations by a submitting a single invoice to the company's central office for payment. Customer billing can be produced in electronic format, where appropriate.

## Kinitron Call Tariffs:

<b>Destination</b>	<b>Landlines(/min)</b>	<b>Mobiles(/min)</b>	<b>Branch Office</b>	<b>Remote Users</b>
UK	1p	from 9p	0p	0p
Australia	1p	11p	0p	0p
Argentina	2p	12p	0p	0p
Brazil	1p	7p	0p	0p
USA/Canada	1p	1p	0p	0p
China	1p	1p	0p	0p
France	1p	11p	0p	0p
Germany	1p	16p	0p	0p
Hong Kong	1p	1p	0p	0p
India	from 8p	9p	0p	0p
Russia	2p	3p	0p	0p
Singapore	1p	1p	0p	0p

All quoted call rates are exclusive of VAT. All calls are subject to a minimum charge of 1p (where appropriate).