

ECN VIRTUAL ACCESS



Solution Overview

Virtual Access is a suite of two products designed to allow the owners of the service to share or fully cover the costs of calls to their own numbers, providing either toll-free or shared expenses services to their callers. These services utilize specific phone numbers, providing either toll-free or shared expense services to their callers. These services utilize specific phone numbers to allow for the split in costs and are typically used for call centre services.

ECN's Virtual Access service is aimed at organization who are interested in deducing the costs associated with owning traditional 086 / 080 numbers and the required infrastructure to host those numbers, as well as companies looking for new 086 / 080 services. Virtual Access provides companies with an opportunity to connect directly to ECN.

Once connected, clients can take advantage of our competitive call rates and subscriptions to reduce their monthly 086 / 080 call spend.

For existing services on other networks, the company will be able to decommission its legacy 086 / 080 infrastructure entirely, thereby further reducing existing rental fees and realizing an additional monthly saving. Complementing this offering, ECN has several value-added services and products to accommodate any additional telephony requirements that the organization may have.

Product Features

- ✓ Reduce 086 / 080 call spend on incoming calls.
- ✓ Save on monthly costs when decommissioning current 086 / 080 infrastructure.
- ✓ ECN is a national Next Generation Network covering all major regions in SA.
- ✓ The service requires number porting for existing 086 / 080 numbers currently on other networks – consolidation of services.
- ✓ Benefit further from our additional value-added services and products.
- ✓ ECN's Network Operations Centre (NOC) pro-actively monitors deployed infrastructure and services, and technical support is available through a 24/7 helpdesk.

The suite consists of :

- 080 Toll-Free inbound numbers, where the caller is not charged for the call, but the line owner pays the call charges and service subscription.
- 086 Virtual Access Inbound numbers, where the caller is charged as per the rates applicable on their network, and the owner of the number pays lower call charges and service subscription. These numbers are usually created for ease of remembering and marketing purposes, as well as providing a centralized national call number.
- 0861 Virtual Access Maxi inbound numbers, where the caller is charged as per the rates applicable on their network, and the owner of the number is not billed for call charges, only service subscription. These numbers are usually created for ease of remembering and marketing purposes, as well as providing a centralized national call number.

Contact us by either calling or sending a mail to our sales department for more information.

