

TELIPHONES®

End-to-end maintenance service for phone systems





Maintenance for FreePBX & PBXact

We're here to make sure your phone system runs like clockwork. Our team specialises in maintenance of FreePBX & PBXact and we've got you covered end-to-end. Whether it's a routine check-up or troubleshooting, you can count on us to keep things running smoothly so you can focus on what matters most - your conversations.

Our proactive approach to maintenance ensures we're always ahead of the curve, identifying and addressing potential issues before they arise. We blend unrivalled technical ability with a personalised touch, keeping things consistent, while tailoring our approach to match your unique operational needs.

Why 20tele?

We are the go-to authority on FreePBX & PBXact in the UK. With years of experience and an in-depth understanding of how it all works, we've earned respect from our competitors for unmatched expertise. As a proud Sangoma Gold Partner, we are focused and wholly committed. This dedication ensures that we can consistently deliver professional service and support to our customers, empowering them with reliable PBX operations, and always at the forefront of new software developments and best practices.



We are a Sangoma Gold Partner and regularly referred maintenance opportunities by Sangoma for FreePBX & PBXact, and best-placed to provide this service to you. Sangoma can provide you with their assurance of our capabilities and this complements any existing POMP support agreements, which you should keep in place alongside our maintenance.

Preferred Partner for P-Series Phones in the UK.



Complete PBX Setup

We will build everything from scratch as required or, if you have a working PBX already in production, apply best practice to the current configurations to declutter, consolidate, and expertly fine-tune the existing setup.

24/7 PBX Administration



Time-critical adds and changes are usually done within minutes of the request, however large or small, and without additional charges. We operate 360 days of the year and closed to anything but major outages for just 5 working days between Christmas and New Year.

Any service-impacting administration will usually be done out-of-hours, by the end of the next day, and notice of potential downtime will be provided to you, switching to your failover PBX temporarily if necessary. If we are unsure about a request because it's unfamiliar to us, thorough testing will always be carried out before implementing in a live environment.

You can continue to have full administrator rights, all permissions, and root access. There are no restrictions for what you can do yourself, as well as there being nothing to prevent you from ending our relationship and immediately revoking our access to your PBXs.

Replicate & Repair Faults



The speed at which we diagnose and fix faults increases significantly if we can reproduce it quickly. We are very efficient at this and always have Sangoma phones ready to connect to your PBXs from our office, for example, and able to identify the likely cause in minutes.

Where practical and necessary, we will copy your current setup on virtual machines to match the current versions of Asterisk, FreePBX/PBXact, and Sangoma phone firmware as part of our diagnostic processes. We can also liaise with Sangoma support teams on your behalf.



Professional Voice-Overs

Welcome messages and menu options, comfort and promotional messaging to caller's on hold, voicemail greetings, announcements and more, can be professionally recorded and uploaded with unlimited revisions.

SIP Performance Monitor

We ping both your PBXs every minute with the UDP protocol, specifically monitoring SIP port response time as well as MTR performance for packet loss, and made aware of any issues with call quality in real-time so we can immediately get to work and solve the problem quickly.

It isn't just your PBXs that are involved in how a call routes across the wider-internet. If there are other components involved, even those out of our control, we can monitor them too. This may include monitoring broadband connections for uptime and your SIP trunk provider's SBC.



PBX System Updates

Asterisk and other important server components such as Apache, Fail2Ban and the Linux Kernel etc should be updated regularly for stability and security, bug fixes, current feature enhancements, and new features.

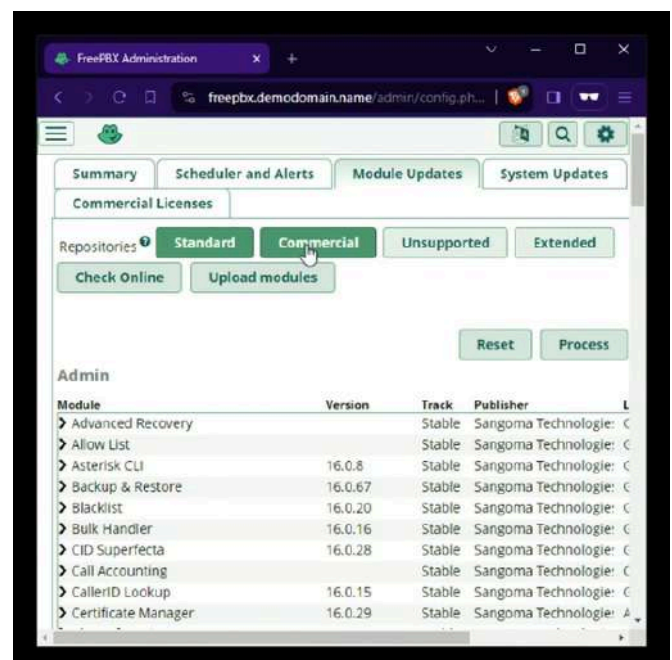
```
root@freepbx:~#
Verifying : asterisk20-voicemail-20.5.2-1.sng7.x86_64 13/30
Verifying : asterisk20-curl-20.5.2-1.sng7.x86_64 14/30
Verifying : asterisk20-addons-bluetooth-20.5.2-1.sng7.x86_64 15/30
Verifying : asterisk20-curl-20.4.0-1.sng7.x86_64 16/30
Verifying : asterisk20-doc-20.4.0-1.sng7.x86_64 17/30
Verifying : asterisk20-20.4.0-1.sng7.x86_64 18/30
Verifying : asterisk20-resample-20.4.0-1.sng7.x86_64 19/30
Verifying : asterisk20-addons-core-20.4.0-1.sng7.x86_64 20/30
Verifying : asterisk20-addons-mysql-20.4.0-1.sng7.x86_64 21/30
Verifying : asterisk20-voicemail-20.4.0-1.sng7.x86_64 22/30
Verifying : asterisk20-addons-oo323-20.4.0-1.sng7.x86_64 23/30
Verifying : asterisk20-odbc-20.4.0-1.sng7.x86_64 24/30
Verifying : asterisk20-addons-20.4.0-1.sng7.x86_64 25/30
Verifying : asterisk20-core-20.4.0-1.sng7.x86_64 26/30
Verifying : asterisk20-dahdi-20.4.0-1.sng7.x86_64 27/30
Verifying : asterisk20-ogg-20.4.0-1.sng7.x86_64 28/30
Verifying : asterisk20-addons-bluetooth-20.4.0-1.sng7.x86_64 29/30
Verifying : asterisk20-res_digium_phone-3.6.6-1.sng7.x86_64 30/30

Updated:
asterisk20.x86_64 0:20.5.2-1.sng7
asterisk20-addons.x86_64 0:20.5.2-1.sng7
asterisk20-addons-bluetooth.x86_64 0:20.5.2-1.sng7
asterisk20-addons-core.x86_64 0:20.5.2-1.sng7
asterisk20-addons-mysql.x86_64 0:20.5.2-1.sng7
asterisk20-addons-oo323.x86_64 0:20.5.2-1.sng7
asterisk20-core.x86_64 0:20.5.2-1.sng7
asterisk20-curl.x86_64 0:20.5.2-1.sng7
asterisk20-dahdi.x86_64 0:20.5.2-1.sng7
asterisk20-doc.x86_64 0:20.5.2-1.sng7
asterisk20-odbc.x86_64 0:20.5.2-1.sng7
asterisk20-ogg.x86_64 0:20.5.2-1.sng7
asterisk20-res_digium_phone.x86_64 0:3.6.7-1.sng7
asterisk20-resample.x86_64 0:20.5.2-1.sng7
asterisk20-voicemail.x86_64 0:20.5.2-1.sng7

Complete!
[root@freepbx ~]# fwconsole ma upgrade
```

PBX Module Updates

Modules are the software components of FreePBX/PBXact to configure and manage your PBXs in a GUI (Graphical User Interface). Like system updates, they should be updated regularly and collectively due to dependencies.



Robust Fraud Prevention

Telephony fraud is an ongoing and evolving threat that must be taken seriously at all times, especially when your PBXs are exposed to the public internet. We tighten things up in every area to reduce potential risks.



Weekly PBX Health Check

Continuous familiarity of your PBXs and responding promptly to system warnings, and anything that looks out of the ordinary, is crucial. At the very least, a thorough check will be carried out once per week.

Daily Backups & Restores

Even the most minor of changes can carry an element of risk to functionality so we ensure full and partial backups are taken daily. A restore should be simulated occasionally to ensure it is working as expected, if ever needed.

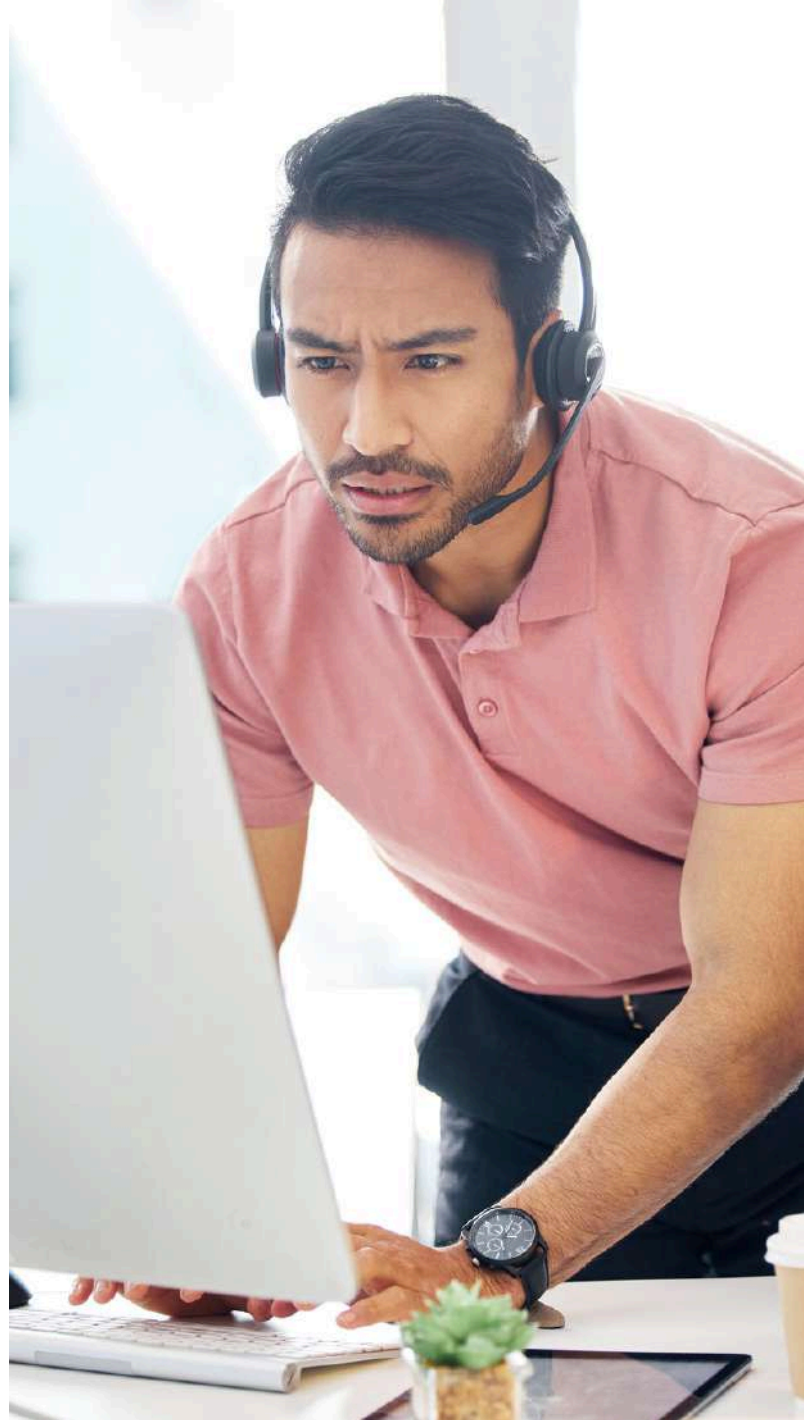


Configuration, directories and files are stored locally on your PBXs and backed up remotely if required. Subject to GDPR, how long you would like us to retain and destroy data is up to you. If appropriate, call records for our internal billing purposes are stored securely with Dropbox. Passwords are stored with NordPass, notes and documentation are stored with NordLocker. We are registered with the ICO as a Data Controller.

Action a Switchover

If switching to your failover PBX is suddenly needed or being tested, it isn't always as simple as pressing a button. There are several components to be considered such as updating DNS, SIP trunks, numbers, phones; manual action may be required.

In the event of an unexpected outage, keeping a cool head is vital. We are well trained on what to do and how to do it, and practice regularly. Knowing what is automated, and what isn't, is key. We know your PBXs well enough to ensure a smooth switchover within minutes.



Our Expertise

With 20+ years' experience in telecoms, Kieran & Sam really know their stuff!

Rated **Excellent** on Trustpilot



Phone Provisioning (PnP)

When a phone is delivered it will be fully-configured and tested for a seamless plug-and-play. We can also have remote-control of phones for re-configuration, changing buttons and screen layout, firmware updates etc.



Say Hello with



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