

# Mobile Extension from O<sub>2</sub>

Add mobiles to your internal call network. Easily.

Work doesn't stop when you leave your desk. To keep up with the growing demand for mobility, it's essential that you have the tools to manage the costs associated with mobile phone usage. Provide a better experience for customers and for employees, whether they're mobile or fixed line users.



Mobile Extension (Mobex) provides you with an easy and cost effective way to include mobile users in your phone network, helping you to effectively manage costs and provide a better experience for employees and customers.

## Controlling your costs

With Mobex, it's easy to control costs. You get preferential rates for calls made to, from and between your organisation's mobiles and fixed extensions (on-net). And reduced rates to fixed and mobile networks outside your organisation.

You can use call barring to prevent unauthorised usage, by restricting the numbers that can be called by specific groups of users, or by allowing them to only receive incoming calls. Other users can have unrestricted access.

## Creating a better experience

Over time, even more of your essential business processes will rely on people who are based out of the office, or use mobile phones in different locations. Making these users part of your internal network means they'll be able to access additional PBX functionality, like call transfer and conferencing.

Mobile users can reach others, and be reached themselves, by extension dialling using 4-7 digit numbers. Your organisation's dial plan and CLI display rules can be updated to meet the needs of mobile users, for example to display the phone number of a central contact centre instead of their personal mobile number.

Many of these features are available to mobile users when roaming, too.

## Getting up and running

To benefit from Mobex, your switchboard will need to be connected to the O<sub>2</sub> network by a fixed or Virtual Link.

With a fixed link, an O<sub>2</sub> circuit is connected directly to your organisation's PBX. It's a permanent, high-quality connection for your calls. Alternatively, you can choose a Virtual Link, which uses your BT fixed lines – PSTN or ISDN – to connect you to our network.

You'll get most of the same features with a Virtual Link as with a fixed link, except for access to extension dialling, available on a fixed link only. For a Virtual Link, your PBX maintainer will need to do a small amount of configuration to create the virtual connection.

## Why O<sub>2</sub>?

At O<sub>2</sub>, we know about mobile. Our award-winning mobile network is part of our heritage, and Ofcom says we're the least complained about mobile operator since 2010. We know fixed line too.

And with one bill, one number to call and all your costs reported online through My O<sub>2</sub> Business, you'll spend less time on admin and have more time for more important business.

## We'll support you all the way

It's easy to work with us. You get one account team supporting you throughout, and consultants who'll work with you to tailor your configuration and dial plans to meet your needs. No matter how simple or complicated your requirements, we can make it work.



**Talk to your Account Manager to find out more or visit [o2.co.uk/enterprise](http://o2.co.uk/enterprise)**

## What you get with Mobile Extension from O<sub>2</sub>

An easy and cost effective way to include mobile users in your phone network. Key features include:

- **Preferential calls rates across your organisation (on-net): mobile-to-mobile, fixed-to-mobile, and mobile-to-fixed, and reduced rates to other networks (off-net)**
- **Access for mobile users to switchboard functionality, like conference calling and call transfer**
- **Ability for mobile users to be reached, and reach others, by extension dialling**
- **Call barring for selected groups of users, for better cost control and management**
- **A single bill, managing all your Mobile Extension costs from My O<sub>2</sub> Business**