

MTC Cloud-PBX

FREQUENTLY ASKED QUESTIONS

1. What is cloud PBX (MTC Cirrus)?

A Private Branch Exchange (PBX) phone system used to facilitate voice calls. It is mostly used for calls between two or more parties.

Cloud PBX (MTC Cirrus) is a Phone system that uses data for phone calls, also known as voice over IP (VoIP).

2. What are the benefits of Cloud PBX?

The benefits go beyond just cost savings and include, but not limited to:

- **Low Capital Requirements** - MTC Hosted PBX is offered on a monthly recurring pricing model and has competitive rates with flexible terms that meet any business budget.
- **Increased Productivity** - MTC Hosted PBX offers end users and institutions significant new features and applications that can greatly enhance their productivity and streamline business processes. (Mobile Integration, Unified Messaging, Auto Attendant, etc.).
- **Remote Access/Anytime, Anywhere Access** - Subscribers can access the self-care portal from their desktops, tablets, or mobile phones, giving them the flexibility to manage their services on the go, without the need for making phone calls or visiting physical locations.
- **Future Proof / Low Risk of Obsolescence** - When new features become available on the MTC Hosted PBX platform, they are made available to existing customers without the need for expensive upgrades that are required for PBX.
- **Scalability:** The platform is highly flexible, allowing businesses to add or remove users as needed. The low setup fee and a minimum of only five users make it an attractive option for both small and large organisations.

3. How secure is MTC Cirrus?

A Cloud PBX platform is highly secure due to multiple layers of built-in enterprise-grade security including Transport Layer security as well as compliance with local and international data security and processing regulations.

4. How reliable is MTC Cirrus?

The service is maintained and managed by MTC in a geo-redundant layout. With the MTC Cirrus Cloud PBX solution, you can save on time, reduce maintenance costs, and enjoy lower call rates.

5. What will happen if I do not pay or renew my contract?

Your service will be interrupted as a license is required to enable and provide PBX service.

6. Do I need Fiber?

Not necessarily, however a stable internet connection is required for seamless connectivity.

7. What is Unified communication?

It is a platform with a collection of technology and software that combines enterprise communication with real-time and asynchronous cooperation capabilities. It includes video conferencing software, smart messaging, cloud-based apps, and other tools that offer real-time messaging, to mention a few.

8. What are the different packages that are offered for MTC Cloud PBX?

MTC offers 4 packages for Cloud PBX: Base, Basic, Advance, and Professional. Visit our website www.mtc.com.na or call 13500 for more information.

9. What are the setup fees for hosted or cloud-based PBX services?

The setup charge is a one-time fee of N\$600 for all packages.

10. Do I have to purchase my equipment from MTC?

You are not obligated to buy equipment from MTC, however, the right configuration and compatibility of your equipment with our services is guaranteed when purchased from MTC.

make the connection

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