


Product Guide

2021 Edition 01



New Business Sales	0333 2414 101	sales@citytalkgroup.co.uk
Customer Development	0333 2414 102	customer.development@citytalkgroup.co.uk
Provisioning	0333 2414 103	provisioning@citytalkgroup.co.uk
Support	0333 2414 104	support@citytalkgroup.co.uk
Accounts & Billing	0333 2414 105	accounts@citytalkgroup.co.uk

VOICE & DATA



Talk to us today
0333 2414 101

Internet Products

As a tier 2 Internet access provider: Citytalk are in complete control of your Internet access network. We connect to multiple tier 1 carriers (BT Wholesale, Vodafone & TalkTalk) and pride ourselves on unrivalled reliability and speeds based on our commitment to have an uncongested network. At Citytalk we don't believe in traffic shaping or throttling.

DATA ONLY	VOICE & DATA			
<p>£14.95 PER MONTH Unlimited ADSL Broadband Up to 24/2 mbps</p> <p>Free Ubiquiti Access Point with R.A.A.*</p> <p>Draytek 2762 Free with Router Assurance</p>	<p>£24.95 PER MONTH Unlimited FTTC Superfast Broadband Up to 80/20 mbps</p> <p>Free Ubiquiti Access Point with R.A.A.*</p> <p>Draytek 2762 Free with Router Assurance</p>	<p>£59.95 PER MONTH Unlimited FTTP Ultrafast Broadband Up to 330/30 mbps</p> <p>Free Ubiquiti Access Point with R.A.A.*</p> <p>Draytek 2762 Free with Router Assurance</p>	<p>£149.00 PER MONTH Unlimited Dedicated Internet GEA-FTTC</p> <p>Draytek 2862N Free with Router Assurance</p>	<p>£199.00 PER MONTH Unlimited Dedicated Internet Leased Line Up to: 1000/1000 mbps</p> <p>Draytek 2862N Free with Router Assurance</p>
Free activation / connection	Free activation / connection	Free installation, activation / connection	Free installation, activation / connection***	Free installation, activation / connection***
Unlimited data	Unlimited data	Unlimited data	Unlimited data	Unlimited data
Maximum download speed 24 mbps	Maximum download speed 80 mbps	Maximum download speed 330 mbps	Maximum download speed 330 mbps	Maximum download speed 1000 mbps - upload / download
Free Ubiquiti Access point*	Free Ubiquiti Access point*	Free Ubiquiti Access point*	Free managed modem & wireless router**	Free managed modem & wireless router**
24 hour target fix time	24 hour target fix time	24 hour target fix time	Guaranteed 8 hour technical fix	Guaranteed 4 hour technical fix
Free static IP address	Free static IP address	Free static IP address	Free static IP address	Free static IP address
24/7 UK-based support and customer service	24/7 UK-based support and customer service	24/7 UK-based support and customer service	24/7 UK-based support and customer service	24/7 UK-based support and customer service
	VoIP certified line (on Net for Cloud)	VoIP certified line (on Net for Cloud)	VoIP certified line (on Net for Cloud)	VoIP certified line (on Net for Cloud)
Broadband. Occasional web browsing, checking emails. Data only. Under 5 users	Broadband. Moderate usage, accessing cloud services such as online banking. Voice and data compatible. Small business up to 10 users	Broadband. Dedicated bandwidth suitable for multiple users. Voice and data compatible. Medium business up to 20 users	Ethernet. Uncontended business-only network for users who rely on the internet for their business. Medium business 20 plus users	Pure Ethernet. Uncontended private circuit. Industry standard SLA's. Bandwidth guaranteed. Unlimited users requiring a business critical service

Featured Broadband Add-On
Managed Sonicwall or Cisco Firewall

From £75.00

Minimum term: 36 Months

Broadband Add-Ons	Sale RRP	Minimum Term
Router Assurance Standard (R.A.S)	£5.00	36 Months
Router Assurance Advanced (R.A.A)	£15.00	36 Months
4G 10BG Failover	£15.00	36 Months

*A Ubiquiti Access Point is provided free on 36 month commitments that have Router Assurance Advanced added.

**A Draytek Vigor 2862N Router is provided free on 36 month commitments that have Router Assurance Advanced added.

***Subject to an Openreach site survey to establish if any excess construction fees will be due.

****Failover mobile broadband provides 10GB of usage allowance, if exceeded a charge of £6.50 per GB will be applied - this service is provided on the Vodafone network.

Router Assurance

At Citytalk we pride ourselves on the quality of our products and customer service. We understand how important the internet is to keep your business running smoothly, so as a result we want to make sure that you are able to benefit from high speed and consistent connectivity.

That is why we offer cost-effective router assurance, designed to give you the peace of mind and security that you require for your internet and router.



Router Assurance Standard

£5.00 PER MONTH (Ex VAT)

Router Assurance Advanced

£15.00 PER MONTH (Ex VAT)

What does this include?

Ubiquiti Access Point

Ubiquiti Access Points provide high performance dual bandwidth Wi-Fi giving maximum wireless connectivity, up to 5 x faster than a router alone. Comes with Router Assurance Advanced.

Remote Access

We can make any changes to your router as and when you require. If your router stops working we may be able to remotely change the settings and fix it for you.

Router Replacement

In the event that your router fails, we can send you a new replacement router on the same day, or next day depending on the time of request. This replacement service is entirely free of charge.

Proactive Monitoring

We will monitor the router frequently to prevent any faults occurring. In most cases we will be able to see and prevent the problems before they actually happen.

For more information on our router assurance or on any other of the products / services that Citytalk provide, please call us on

0333 2414 101

Lines

Here at Citytalk we're dedicated to ensuring that you get the very most out of your business telephony lines and don't pay too much for your calls. We make sure that you're getting the best possible rates without compromising on the service and support that your business should expect. We can give you the option to use an Analogue, ISDN or SIP/VoIP line. This will vary on the size of your business, your business' needs and your personal preferences. We offer cost savings of up to 67% when compared to BT Business and TalkTalk Business rates. See how much money we could save your business...

<p>£12.50 PER MONTH Analogue (PSTN) Line</p>	<p>£14.50 PER MONTH Digital (ISDN2e) Circuit</p>	<p>£16.50 PER MONTH Digital (ISDN30e) Circuit</p>	<p>£5.00 PER MONTH VoIP (SIP) Line Free Calls to 01 & 02</p>	<p>From £2.50 PER MONTH Inbound (08/03) Number Fax to Email</p>
Discounted local, national, UK mobile and international calls	Discounted local, national, UK mobile and international calls	Discounted local, national, UK mobile and international calls	Free local and national calls and discounted UK mobile and international calls	Discounted local, national, UK mobile and international calls
Free line transfers	Free line transfers	Free line transfers	Free line transfers	Free hunt group or fax to email
Free installation* (for 36 month contracts)	Free installation* (for 36 month contracts)	Free installation* (for 36 month contracts)	Free installation* (for 36 month contracts)	Free installation* (for 36 month contracts)
Free itemised online billing & reporting	Free itemised online billing & reporting	Free itemised online billing & reporting	Free itemised online billing & reporting	Free itemised online billing & reporting
Easy and hassle free switching	Easy and hassle free switching	Easy and hassle free switching	Easy and hassle free switching	Easy and hassle free switching
24/7 UK customer support centre	24/7 UK customer support centre	24/7 UK customer support centre	24/7 UK customer support centre	24/7 UK customer support centre
£2.00 for unlimited local and national calls**	£2.00 for unlimited local and national calls**	£2.00 for unlimited local and national calls**	Free local and national calls**	£3.00 for unlimited local and national calls**
£3.00 for unlimited UK mobile calls **	£3.00 for unlimited UK mobile calls **	£3.00 for unlimited UK mobile calls **	£2.00 for unlimited UK mobile calls **	£3.00 for unlimited UK mobile calls **

*If there has been no "FREE Calls Package" applied, calls to local and national numbers will be billed from 1p per minute. Calls to mobiles will be billed from 5p per minute. The following 33 countries are all charged at 2p per minute to: USA, Australia, Austria, Belgium, Canada, China, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Israel, Italy, Japan, Norway, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, Russia, Singapore, Slovenia, Spain, Sweden, Switzerland and Taiwan. A minimum Call Charge of 1 minute is applied to every chargeable call.

**Free local & national minutes bundles have a fair use policy of 1000 minutes per line.

***Free mobile minutes bundles have a fair use policy of 500 minutes per line.

	Sale RRP	Install RRP or FREE on 36 Months	Minimum Term
Fraud protection	£1.49	£0.00	12 Months
Critical Care	£1.00	£0.00	12 Months
Line Guard	£1.49	£0.00	12 Months
WLR DDI's	£0.35	£110.00	12 Months
SIP DDI's	£0.35	£0.00	12 Months
WLR Caller Display	£1.50	£0.00	12 Months
SIP Trunk Call Manager	£5.00	£0.00	36 Months

	WLR RRP	SIP RRP
**Free Local and National minutes to 01 and 02 destinations	£2.00	£0.00
***Free Mobile minutes to 07 Destinations	£3.00	£2.00

For superior user experience, iPECS 1000i Series

Intuitive user interface, superior HD voice, comprehensive range of terminals meet the needs of your entire organisation for today and future.

- Simple, sleek and modern design goes well for desktop or wall mounting
- User friendly intuitive interfaces with colour display
- Superior HD voice and full duplex speakerphone
- Zero touch provisioning for all cloud and on-prem users
- Exceptional performance, security and various range of accessories

1050i Advanced Gigabit colour IP Phone iPECS	1040i Professional Gigabit colour IP Phone iPECS	1030i Essential Gigabit colour IP Phone iPECS	1010i Cost effective entry IP Phone iPECS
			
<ul style="list-style-type: none"> • 8 line 4.3" (480 x 272) colour display 	<ul style="list-style-type: none"> • 6 line 3.5" (480 x 320) colour display 	<ul style="list-style-type: none"> • 6 line 2.8" (320 x 240) colour display 	<ul style="list-style-type: none"> • 4 line 2.4" (132 x 64) BW display
<ul style="list-style-type: none"> • Up to 36 programmable keys with 12 self-label keys 	<ul style="list-style-type: none"> • Up to 24 programmable keys with 8 self-label keys 	<ul style="list-style-type: none"> • Up to 18 programmable keys with 6 self-label keys 	<ul style="list-style-type: none"> • 4 self-label programmable keys
<ul style="list-style-type: none"> • HD audio for handset and speaker with wideband codec (G.722, Opus) 	<ul style="list-style-type: none"> • HD audio for handset and speaker with wideband codec (G.722, Opus) 	<ul style="list-style-type: none"> • HD audio for handset and speaker with wideband codec (G.722, Opus) 	<ul style="list-style-type: none"> • HD audio for handset and speaker with wideband codec (G.722, Opus)
<ul style="list-style-type: none"> • Full duplex speakerphone with wideband voice 	<ul style="list-style-type: none"> • Full duplex speakerphone with wideband voice 	<ul style="list-style-type: none"> • Full duplex speakerphone with wideband voice 	<ul style="list-style-type: none"> • Full duplex speakerphone with wideband voice
<ul style="list-style-type: none"> • Dual Gigabit Ethernet ports 	<ul style="list-style-type: none"> • Dual Gigabit Ethernet ports 	<ul style="list-style-type: none"> • Dual Gigabit Ethernet ports 	
<ul style="list-style-type: none"> • 1 USB port for charging mobile devices and USB accessories 	<ul style="list-style-type: none"> • 1 USB port for charging mobile devices and USB accessories 		

Cost effective for over 20 Handsets in 1 Office

Feature rich Cloud Systems

FROM **£9.95** MONTH WITH FREE SIP TUNKS

FROM **£11.95** MONTH

Cisco Broadsoft and Polycom Cloud Handsets

Easily control your fixed and mobile telephony

Hosted business telephone services that resides in the cloud rather than your office. They provides an extensive range of fixed and mobile telephony capabilities accessed through an easy-to-use web portal. The service allows you, the administrator and easily manage your environment whilst enabling your employees to maximise their productivity.

SPECIAL OFFER
£9.95
 EX VAT PER MONTH

Cisco IP Phone 8841



- 5-inch colour backlit display
- Headset port
- Fixed feature keys, including keypad, conference, transfer, hold, apps, directories, voice messaging and more
- Support for 5 DN's
- 5 programmable line keys and 4 soft keys

Polycom VVX 450 IP Phone



- 4.3 "colour LCD screen (480 x 272 px)
- Answering machine
- Wall or desktop stand to choose from
- Multilingual
- 4 contextual keys

Citytalk2Teams



Citytalk2Teams is a Direct Routing Solution that integrates our Citytalk SIP Trunking services into Microsoft Teams.

Teams has 75 million active daily users as of May 2020

UP
70%
 SINCE MARCH



FEATURE RICH

- Fraud Protection
- Feature Rich
- Inclusive Calls
- Scalable



FLEXIBLE

- Call Recording
- Call Logging
- Flexible Number Presentation
- Auto Attendants



SECURE

- Highly Resilient
- 3 Azure Clusters
- Fraud Prevention
- Enterprise Grade Encryption



VOICE & DATA



IT



SECURITY



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System Features

	Essential	Premium MOST POPULAR	Broadsoft	Microsoft
** Inclusive Handsets	✗	 1030i	 Cisco/Polycom	 1030i
System	iPECS	iPECS	Cisco/Polycom	Teams
Gigabit PoE Switch	✓	✓	✓	✗
System Mounting	(on system with 5 or more handsets) ✗	(on system with 5 or more handsets) Cabinet	(on system with 5 or more handsets) Cabinet	(on system with 5 or more handsets) ✗
Failover option	£10 per month ✓	£10 per month ✓	£10 per month ✓	£10 per month ✓
Professional hold music	✗	✓	✓	✓
Mobile App	✗	✓	✓	✓
Voicemail to Email	✓	✓	✓	✓
Click to Dial	✓	✓	✓	✓
Desktop Client	✗	✓	✓	✓
Call Logging	✗	✓	✓	✓
Call Recording	✗	✓	✓	✓
Hot Desking	✓	✓	✓	✓
Call Monitor	✓	✓	✓	✓
Monthly Handset Cost (5-10 Handsets)	£7.95	£11.95	£9.95	£14.95
Monthly Handset Cost (11-25 Handsets)	£6.95	£10.95	£9.95	£13.95
Monthly Handset Cost (26-50 Handsets)	£5.95	£9.95	£9.95	£12.95
Monthly Handset Cost (51-100 Handsets)	£4.95	£8.95	£9.95	£11.95

*The data stored for Call Recording is charged at £10.00 per GB, per month.

** Inclusive Handsets are included within the costs - other handsets are available at an additional charge.

The following 33 countries are all charged at 2p per minute to: USA, Australia, Austria, Belgium, Canada, China, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Israel, Italy, Japan, Norway, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, Russia, Singapore, Slovenia, Spain, Sweden, Switzerland and Taiwan.

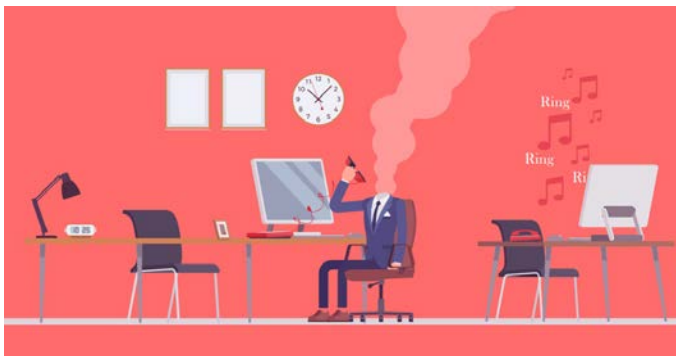
Use your Cloud Phone System to Monitor Data in Real Time with Call Analytics & Reporting

£1.00
PER USER
PER MONTH

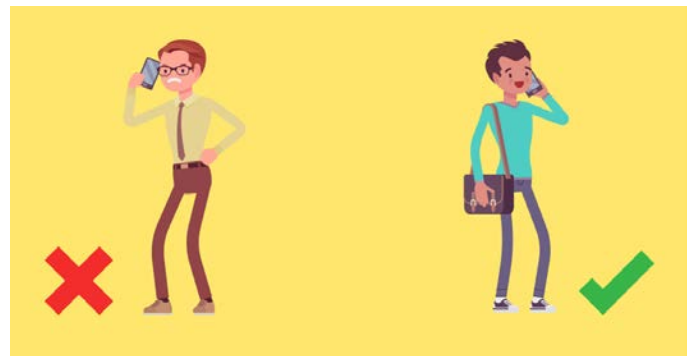
Citytalk Call Reporting and Analytics can benefit your business in many ways. Wallboard reports display real-time call data in visual formats like pie charts and graphs. You can choose which data to display depending on your business needs.



How will Business Insights help me?



Monitoring call analytics can ensure that you always have staff available to take calls during peak times. Save money by reducing staff during quiet periods.



Avoid losing out on sales through unreturned missed calls. Wallboard reports can display the name and number of every missed call, so sales opportunities are never missed.



Easily track and monitor your staff performance using call analytics software. Use this data to enhance performance management processes and boost efficiency.



Boost your customer satisfaction and trust by automating reports for your customers, to give them clear insights into their usage of your service.

REMOTE WORKING

Your office anywhere



UCE Desktop App

UCE iOS/Android Mobile App



An office from home

- Work from home and stay fully connected
- Have your office phone on your mobile phone/laptop
- Make and receive calls from your office telephone system
- Transfer calls, set up conference calls
- Ability to record your calls and look at call activity



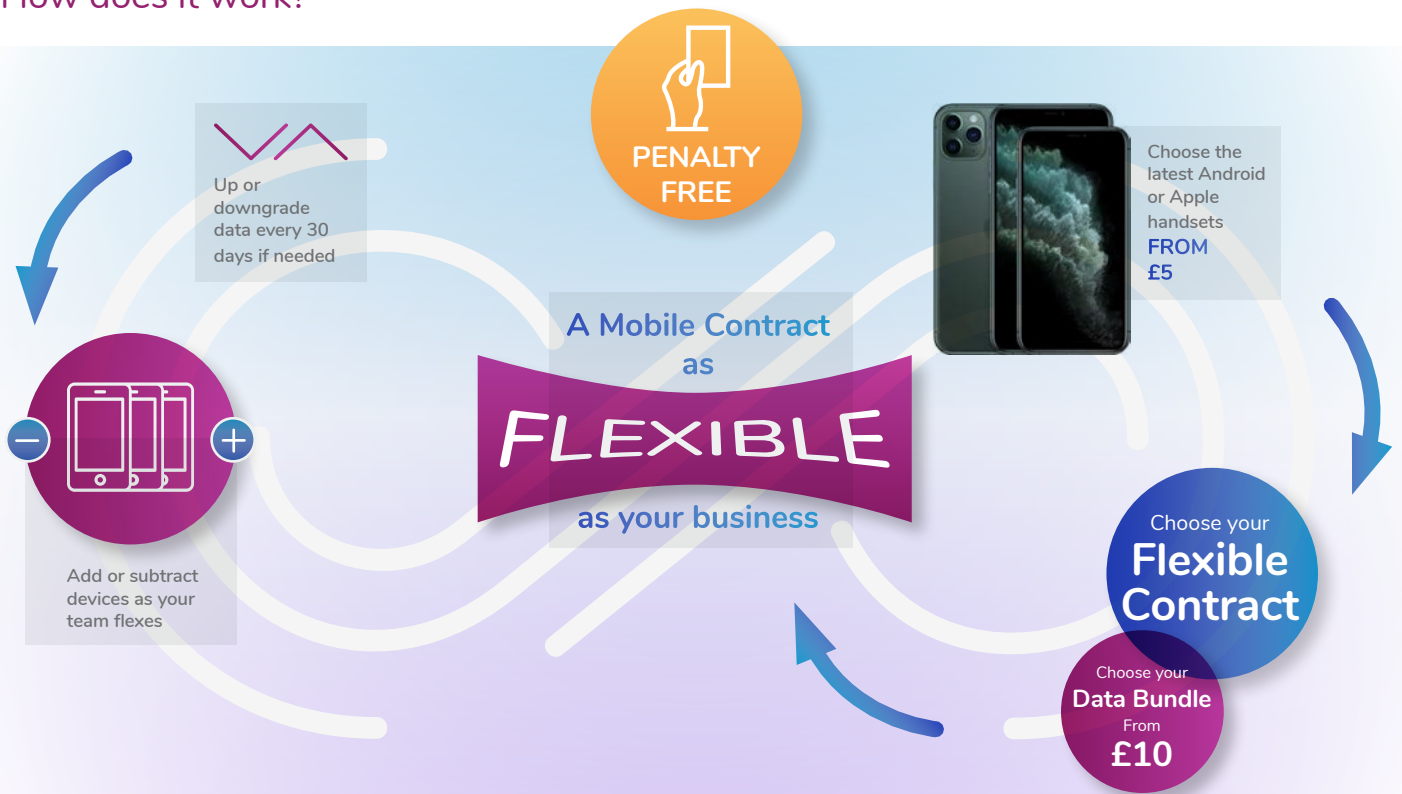
Flexible Business Mobiles


We have a wealth of knowledge in finding you the best possible Mobile deal. We partner with all major networks; Vodafone, O2, EE and 3. Alongside our direct network relationship we're also a Wholesale Partner with O2 & Vodafone enabling us to bill you directly for your mobile connections with our internal billing platform. We've developed a number of reporting tools to help you keep control of your fleet of mobiles much more easily.


Keep your business running smooth and flexible in these uncertain times

With our Infinitely flexible mobile plan that flexes to your business needs. Change your amount of connections and data monthly without penalty and keep your business running smoothly.

How does it work?







- Choose the latest Android or Apple offerings available from £5 Per Month
- Flexible Handsets
- Flexible Data
- Penalty Free

SIM Only Business Tariffs

A SIM only deal is a mobile package which includes minutes, texts and data for a monthly cost. It works the same as a traditional mobile phone contract except that you don't get a new handset, so the package usually costs a lot less.



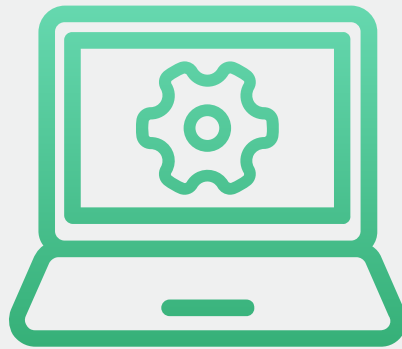
£9.95 PER MONTH	£18.50 PER MONTH	£14.50 PER MONTH	£25.00 PER MONTH
O ₂	O ₂	vodafone	vodafone
O2 5GB	O2 Unlimited Data 4G/5G	Vodafone 20GB	Vodafone Unlimited Max
*Unlimited UK calls	*Unlimited UK calls	*Unlimited UK calls	*Unlimited UK calls
*Unlimited UK texts	*Unlimited UK texts	*Unlimited UK texts	*Unlimited UK texts
5GB UK Data	*Unlimited UK Data	20GB UK Data	**Unlimited UK 4G/5G data
Roam like at home	Roam like at home	Roam like at home	Roam like at home
		50 minutes to non-geographical numbers from UK to EU, USA and Canada	

Minimum term time is 12 months with 90 days notice
 *Network fair usage policy applies - 01, 02 and 03 landlines and 07 UK mobiles
 **Unthrottled data - The maximum speed your device can handle. 5G is available in selected areas and is handset dependant
 The network reserve the right to remove these tariffs at any given time

Add-Ons

Mobile Device Protection	From £4 per device
MDM - Maas 360	£2.95 per user per month

IT



Talk to us today
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Cloud Based

Citytalk Group provides integrated ICT solutions which meet the needs of your business and help you to plan for the future. Our agility and flexibility enables us to adapt to each of your specific needs, whatever your business. As we interconnect with most of the UK's leading carriers, we offer the most cost effective solutions and true network diversity. Resilient connections to the customers site and separate routing to different data centres to provide added security. Citytalk Group provide a suite of complementary offerings that have value, security and efficiency with your IT network in mind.



Microsoft 365 Business basic
£4.10 USER / MONTH

Best for businesses that need business email and other business services on PC or Mac or mobile. Desktop versions of Office apps not included

Web & Mobile Apps included:

- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Publisher (PC only)
- Microsoft Access (PC only)

Services included:

- Exchange
- Microsoft OneDrive
- Microsoft SharePoint
- Microsoft Teams

Microsoft 365 Apps for Business
£7.90 USER / MONTH

Best for businesses that need Office apps plus cloud file storage and sharing on PC or Mac or mobile. Business email not included

Desktop Apps included:

- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Publisher (PC only)
- Microsoft Access (PC only)

Services included:

- OneDrive

Microsoft 365 Business Standard
£10.50 USER / MONTH

Best for businesses that need business email - including Office apps and other business services on PC or Mac or mobile

Desktop Apps included:

- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Publisher (PC only)
- Microsoft Access (PC only)

Services included:

- Exchange
- Microsoft OneDrive
- Microsoft SharePoint
- Microsoft Teams

Managed Cloud Backups and Disaster Recovery

Acronis Cyber Backup is an easy to use, efficient, and secure backup solution that protects your entire Windows Server environment. With just a few simple steps, you can back up data to the storage location of your choice and recover individual files, applications, or a complete system in mere seconds.



Benefit from quick start and ease of use



Avoid downtime with efficient recovery tools



Ensure data security with fast reliable backup

Complete Protection for your Windows PCs

Back up and restore Windows PCs of the office and field workers with the easy to use and reliable PC backup software and store your backed up data wherever you like: NAS, SAN, tapes, disks, Acronis Cloud, or any private or public cloud, including Azure, AWS, and Google.

Desktop Backup 500 GB £35	Desktop Backup 1TB £61	Server Backup 2TB £150	Server Backup 5TB £250
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Agentless Technology

Ensures that your backup environment is secure, easier to manage, more efficient and with fewer disruptions. Features such as autonomic healing and validation processes ensure the consistency and accuracy of your data.

Private Cloud

A bespoke solution where all your data is securely backed up to your own private backup and recovery vault within your own internal environment. Ensuring data is securely backed up whilst remaining compliant with data regulations.

Automated and Efficient

You have the ability to schedule and automate the backup process; reducing the need for manual intervention. Monitor, control, and manage your entire data protection infrastructure from a single pane of glass.

Total Data Protection

Our solutions safeguard businesses from IT disasters, human error, and malicious activity. With Citytalk defending your business, you are guaranteed business continuity with uninterrupted access to data on-site, in transit, and in the cloud.

Disaster Recovery

Protect your business against unknown risks with frequent backups of your entire business infrastructure.

IT Support Helpdesk

Gold and Silver Plans



Reactive Support Services

**Unlimited Remote Support

**Unlimited Phone Support

2 hours On-Site Support (**Gold Plan only**)
(up to 10 PC's, can be rolled over for 1 month)

4 hours On-Site Support (**Gold Plan only**)
(over 10 PC's, can be rolled over for 1 month)



Pro-active Support Services

24/7 Network and System Monitoring

Patch Management

Managed Endpoint Security

Spam Management

Comprehensive Reporting



Network Administration

Dedicated Network Administrator

Backup Monitoring

Best Practices



Technology Consulting

Dedicated Technical Account Manager

Technology Summary and Network Security Assessment

Quarterly Business Technology Reviews

Silver

Per Work Station / Per Month **£14.95**

Per Server / Per Month **£85.00**

Gold

Per Work Station / Per Month **£19.95**

Per Server / Per Month **£95.00**

*Minimum term time is 12 months with 90 days notice

**fair usage policy applies.

Citytalk will liaise with any 3rd party software or hardware for legacy services however resolutions of faults will fall outside of our SLA agreement



VOICE & DATA



IT



SECURITY



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Security & Defence

ESET Managed Security
£1.95 per device monthly

Multilayered defense

A single layer of defense isn't sufficient in today's constantly evolving threat landscape. All ESET endpoint products have the ability to detect malware pre-execution, during execution and post-execution. By focusing on the entire malware lifecycle, ESET provides the highest level of protection possible.



Machine learning

All ESET Endpoint products currently use machine learning in conjunction with all of our other layers of defense. Specifically, machine learning is used in the form of consolidated output and neural networks. For a deep inspection of the network, admins can turn on the special aggressive machine learning mode that works even without internet connection.

Ransomware Shield

An additional layer protecting users from ransomware. This technology monitors and evaluates all executed applications based on their behavior and reputation. It is designed to detect and block processes that resemble the behavior of ransomware.

Network Attack Protection

Our technology improves detection of known vulnerabilities on the network level. It constitutes another important layer of protection against spreading malware, network-conducted attacks, and exploitation of vulnerabilities for which a patch has not yet been released or deployed.

Advanced Memory Scanner

A unique ESET technology which effectively addresses an important issue of modern malware—heavy use of obfuscation and/or encryption. Advanced Memory Scanner monitors the behavior of a malicious process and scans it once it decloaks in memory.

Dark Web Monitoring

£40 a domain monthly

We go into the dark web so you don't have to

A live search by Citytalk CyberSecurity will discover your company's exposure on the Dark Web. We will provide a full report so you can immediately address your threat and will monitor your domain continuously and alert you when a breach has been made.

Call our experts on 0333 2414 101 or email us at sales@citytalkgroup.co.uk

£40

Per Domain
Per Month

Dark Web Monitoring

Take control of your data before someone else does!

Hardware Services

Citytalk provide a complete range of IT hardware to all types of businesses. We provide new PCs and Servers from trusted manufacturers including brands such as Dell and HP. We provide reliable networking equipment from manufacturers such as Cisco, Netgear and Draytek.

We are a trusted choice for IT supplies across the UK. All new PCs, Servers and Networking Equipment supplied by Citytalk are fully configured to our customer's requirements; ready to integrate with existing services and infrastructure reducing time taken to set up, thus saving money.



Upgrades to existing PCs and Servers

Newer software versions almost always require more memory and hard drive space than previous versions. If your PC hardware is struggling to cope with modern applications but you wish to avoid the cost of buying a suite of new PCs. Citytalk offer a complete range of upgrade options that are available for most existing types of hardware. Popular upgrades to prolong the service life of existing desktop PCs include:

Memory (RAM) upgrades

Allows applications to be opened simultaneously without slowing down.

Hard Disk Drive (HDD) upgrades

Allows more storage of documents, pictures and other files.

Solid State Drive (SSD) upgrades

Greatly increases the speed of the start up and shut down of both the machine and intensive files access applications such as databases.

Monitor & Video Card upgrades

Increase comfort and reduce eye strain by upgrading to modern LCD flat panel monitors.

As offices expand, existing server resources can become strained as the numbers of users increase. We offer a comprehensive auditing service to establish whether existing server capacity can be upgraded to support new users. Server upgrades include:

Memory (RAM) upgrades

Speed up server based features such as email, file access and database searches as number of users increase.

Hard Disk Drive (HDD) upgrades

Increase storage space for email, documents and other files available to users.

Redundant Hard Drive Arrays (RAID)

Increase speed and reliability with reduced chance of data loss through hard drive failure.

Automated Backup

On site and off site solutions available to protect your business.

Desktops



Basic
£395.00



HP 290 G2

I3 processor

4GB RAM

256GB SSD

Premium
£575.00



HP ProDesk 400 G5

I5 processor

8Gb RAM

256GB SSD

Expert
£675.00



HP EliteDesk 800 G3

I7 processor

8GB RAM

256SSD



VOICE & DATA



IT

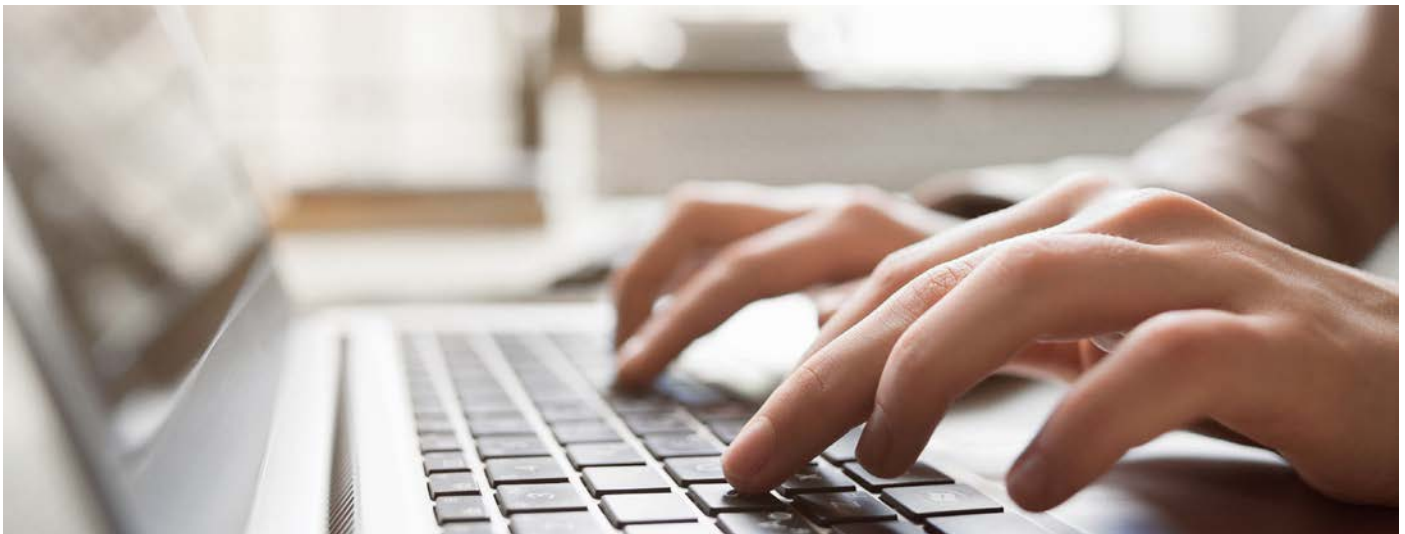


SECURITY



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Laptops



Basic
£345.00



HP 250 G6

I3 processor

4GB RAM

1Tb HDD

Premium
£550.00



HP 250 G7

I5 Processor

8GB RAM

256SSD

Expert
£845.00



HP Elitebook 840

I5 processor

8Gb RAM

256GB SSD



VOICE & DATA



IT

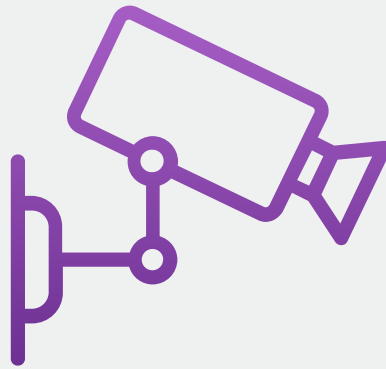


SECURITY



ENERGY

SECURITY



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CCTV




It is important to recognise the capabilities of the different types of systems when choosing to buy CCTV cameras to protect your business. Citytalk offer a wide range of CCTV security camera systems suitable for many different applications and budgets. Our high resolution CCTV system packages can be seen below.

	4 Camera IP CCTV	8 Camera IP CCTV	16 Camera IP CCTV
System	HIKVision IP	HIKVision IP	HIKVision IP
Cameras	Dome or Bullet camera available	Dome or Bullet camera available	Dome or Bullet camera available
NVR	1-TB NVR Recorder	3-TB NVR Recorder	6-TB NVR Recorder
Monitor	19" CCTV Monitor	19" CCTV Monitor	19" CCTV Monitor
UPS	APC UPS 750	APC UPS 750	APC UPS 750
Upgrade to 4MP Cameras (6MP and 8MP/4K cameras available please ask for prices)	£50.00 per Camera	£50.00 per Camera	£50.00 per Camera
Mobile App Viewer	✓	✓	✓
HD Monitor	✓	✓	✓
FREE Cabling	✓	✓	✓
FREE Installation	✓	✓	✓
Email on alerts on motion	✓	✓	✓
3 Year Warranty	✓	✓	✓
12 Month FREE maintenance	✓	✓	✓
Monthly Payment (36 Months)	From £10.00* per camera per month	From £10.00* per camera per month	From £10.00* per camera per month
Monthly Payment (60 Months)	From £7.50* per camera per month	From £7.50* per camera per month	From £7.50* per camera per month
Or...			
Purchase Upfront	From £1,195.00*	From £1,995.00*	From £3,995.00*
Additional Items	Monthly Payment 36 MONTHS	Monthly Payment 36 MONTHS	Monthly Payment 36 MONTHS
Varifocal Lens	From £2.50 per Camera per month extra*	From £1.50 Per Camera per month extra*	From £75.00 Per Camera*
Lockable NVR Cabinet	From £3.00 Per month extra*	From £2.00 Per month extra*	From £100.00*
Maintenance	From £20.00 per month*	From £17.50 per month*	From £240.00*

*Subject to site survey

Alarms

All of our intruder alarm systems can be designed with your specific requirements in mind, whilst complying with the expectations of your insurers. Our expert consultants will visit your premises to provide you with the peace of mind that comes with knowing that your business is protected by the very best alarm technology. All of our security systems are easily operated with a user-friendly digital keypad with a large display. The Citytalk Group are also NSI accredited to ensure our installations meet with the current stringent requirements of both your insurers and European Standards.

	Enforcer WIRELESS SMALL OFFICE / HOME ALARM	Euro 46 WIRED OFFICE ALARM (8 ZONES)	Euro 46 WIRED OFFICE ALARM (UP TO 14 ZONES)
System	 Pyronix Enforcer	 Pyronix Euro 46 Alarm	 Pyronix Euro 46 Alarm
Movement Detectors	Includes 4x Wireless PIRs	Includes 6x DualTech detectors	Includes 10x DualTech detectors
Door Contacts	Includes 1x Door Contact	Includes 2x Door Contacts	Includes 4x Door Contacts
Certificate	NSI Grade 2 Certificate	NSI Grade 2 Certificate	NSI Grade 2 Certificate
Bell Box	Decoy & Live Bell Box	Decoy & Live Bell Box	Decoy & Live Bell Box
Upgrade To Grade 3 Alarm	N/A	£50.00 per zone used	£50.00 per zone used
Mobile APP Control	✓	✓	✓
FREE Cabling	✓	✓	✓
FREE Installation	✓	✓	✓
Roll Report of Users	✓	✓	✓
12 Months Warranty	✓	✓	✓
12 Months FREE Maintenance	✓	✓	✓
Monthly Payment (36 Months)	From £27.50*	From £40.00*	From £65.00*
Monthly Payment (60 Months)	From £15.00*	From £27.50*	From £45.00*
Or...			
Purchase Upfront	From £695.00*	From £1,195.00*	From £1,995.00*

Additional Items	MonthlyPayment 36 MONTHS	MonthlyPayment 36 MONTHS	MonthlyPayment 36 MONTHS
Roller Shutter Contact	From £2.50*	From £1.50*	From £80.00*
Additional PIR	From £1.50*	From £1.00*	From £80.00*
Additional Door Contact	From £1.25*	From £1.00*	From £75.00*
Add Smoke Sensors	From £2.50*	From £1.50*	From £110.00*
Add Heat Sensors	From £2.50*	From £110.00*	From £110.00*
Carbon Monoxide Sensor (Not available for the Euro 46)	From £4.00*	From £3.00*	From £125.00*
Maintenance (Per month)	From £15.00*	From £15.00*	From £15.00*
**Grade 2 Monitoring (Includes maintenance, police URN7 FREE Connection) Per month	From £29.00*	From £29.00*	From £29.00*
**Grade 3 Monitoring (Includes maintenance, police URN7 FREE Connection) Per month	From £39.00*	From £39.00*	From £39.00*
**Grade 4 Monitoring (Includes maintenance, police URN7 FREE Connection) Per month	From £45.00*	From £45.00*	From £45.00*

*Subject to site survey
**Applies to subscribed services only



FROM
£20
Ex VAT Per Month

UPGRADE YOUR OUTDATED SECURITY SYSTEM

Future-proof your installations. It's time to streamline your security

If you currently use PSTN (ie. a normal analogue phone line) at the heart of your security system monitoring - **it's time to upgrade**. Soon this technology will be out of date, as the UK's copper network is already being switched off across the country. We can offer you an upgrade at competitive prices to future-proof your system.

HERE'S WHAT YOU GET...



Control panel upgrade



New main controls, keypad, expanders and bells



New keypad comes with a tag reader for simple setting / unsetting



We'll remove your old PSTN communicator and if it's a dedicated line you could cancel it down and save money



New communicator that works using a mobile signal



Wifi connection enabling app control – set, unset and get notifications via Smart Phone app. We can also offer you full remote support

FROM
£20
Ex VAT Per Month

Now you can move to monthly direct debit payments for ongoing monitoring and maintenance rather than single large annual payment




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Access Control

Access Control systems are required to ensure you protect your property and your team, they allow your business to secure all or part of your premises and restrict access to sensitive areas. Modern Access Control systems allow large bunches of keys to be replaced with a single method of authorisation such as a swipe card or a touch key, which can open as many or as few locks as required. Two forms of identification can be combined to form a two-factor authentication system.

	Offline Access Control	Online Access Control	Video Door Entryphone
System	 Paxton	 Paxton	 Paxton
Keypad/Card or tag reader	Both	Both	Both
Magnetic Lock	Includes 300KG	Includes 300KG	Includes 300KG
Emergency Exit	Included	Included	Included
Button Push to Exit	Included	Included	Included
Add Video Monitor	N/A	N/A	From £295.00*
Integrates With Telephone System	N/A	N/A	✓
FREE Cabling	✓	✓	✓
FREE Installation	✓	✓	✓
Roll Report of Users	N/A	✓	✓
12 Months Warranty	✓	✓	✓
12 Months FREE Maintenance	✓	✓	✓
Monthly Payment (36 Months)	From £25.00*	From £35.00*	From £45.00*
Monthly Payment (60 Months)	From £15.00*	From £25.00*	From £30.00*
Or...			
Purchase Upfront	From £695.00*	From £995.00*	From £1,295.00*

Additional Items	MonthlyPayment 36 MONTHS	MonthlyPayment 60 MONTHS	Purchase Upfront
VR Panel or Touch Panel	From £10.00 / £30.00*	From £7.50 / £22.50*	From £300.00 / £900.00*
500kg Mag	From £2.00*	From £1.50*	From £50.00*
RFID Fobs Pack of 10	From £2.00*	From £1.50*	From £50.00*
Electronic Release (Wooden Frame)	From £2.00*	From £1.50*	From £50.00*
Electronic Release (Metal Frame)	Site survey required	Site survey required	Site survey required
Maintenance	From £10.00 Month*	From £10.00 Month*	From £10.00 Month*
Upgrade to Net2 Pro Software	From £10.00*	From £7.50*	From £525.00*
Mobile App control available	No	Yes	Yes

*Subject to site survey

Vehicle Tracking

Citytalk offer integrated vehicle tracking systems and a fully guaranteed installation service for all vehicle tracking units. By understanding more accurately how your business operates on a day to day basis, work can be more effectively and evenly distributed. This keeps down work miles driven, giving more 'on site' time in the day and allows more jobs to be achieved. Most employees realise the true motives for a decision to deploy this technology within a fleet and work with the company to maximise the benefits.



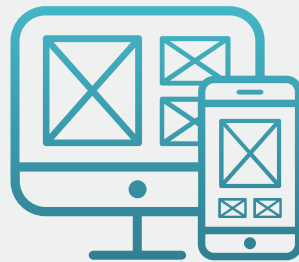
Vehicle Tracking	
System	Citytalk Tracking Service
Telematics Box & Installation	✓
iOS APP	✓
Historic Journey Reports	✓
Live Map Information	✓
Fleet Management	✓
Idling Reports	✓
Overspeed Reports	✓
Monthly Payment - Per Vehicle (24 Months)	From £10.00
Tracker Installation	From £25.00
Employee APP Mobile tracking (FREE Installation)	From £2.50

ENERGY



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