

Trader Voice Anywhere

Frequently Asked Questions (FAQ's)

Q. So can I order new TVA private wires as well as replace my existing old style CAS private wires?

A. Yes.

Q. I have an existing digital turret system and would like to connect TVA, is this possible?

A. Yes. We can connect using CAS to a standard Digital Line Interface Card (DLIC) or via a SIP interface.

Q. Great but all of my DLIC's are being used by my existing CAS providers so don't I have purchase a new DLIC?

A. No. Unique to TVA is our ability to share our service with other providers on one DLIC.

Q. Won't my existing supplier refuse to allow this?

A. No. TVA can connect between the Network Termination Point (NTP) of your current supplier and your DLIC. This is only relevant for shared DLIC's.

Q. If I share carriers on one DLIC how do I go about reporting faults?

A. Our 24/7 Help Desk provides your first point of contact for ALL faults on that DLIC. Even more, the TVA service is actively monitored on-line so we would more than likely inform you of any issues before your users are aware of them.

Q. Sounds good but I'd like to keep the suppliers on separate DLIC's

A. That's fine. We simply connect TVA as a standard CAS presented service for direct DLIC connectivity, just like any other provider.

Q. I currently purchase my turrets and my CAS private wires from the same supplier. Won't they charge me a premium for a DLIC card for TVA?

A. If any additional cards are required they are standard DLIC's and should be charged at the same rate as previous DLIC's.

Q. Yes I have spare channels on some of my DLIC's but which one do I use?

A. We would recommend that you utilise the DLIC with the greatest number of spare channels.

Q. I have an SLA with my existing service provider, how is this affected.

A. We connect to the public NTP (see above), which is the normal SLA demarcation point.

Q. Sounds like the cost savings and benefits are significant but I'm busy and don't have time for this.

A. No problem. The TVA Project Manager oversees the installation and testing in its entirety.

- Q. My users are very demanding; I don't want any service affecting issues.
- A. The TVA Project Manager works closely with your business to ensure that your users experience zero down time.
- Q. I've heard that SIP is 'flakey'. My private wires are the most important circuits and I don't want to be reliant on the Internet.
- A. TVA is a fully managed service delivered over our multi-carrier network, which is a dedicated, highly resilient, owned and operated international infrastructure.
- Q. I like the fact that I don't need to buy any new hardware and can utilise an existing DLIC, please expand on how that works?
- A. This is unique to TVA and detailed below: -
- i. We would recommend a dedicated DLIC but we can use the spare channels of an existing DLIC.
 - ii. If sharing we would recommend the DLIC with the largest number of spare channels.
 - iii. Under normal operating and failure conditions, existing services are passed through seamlessly.
 - iv. During the shared period, our 24/7 Help Desk provides your first point of contact for ALL faults on that DLIC. Even more, the TVA service is actively monitored on-line so we would more than likely inform you of any issues before your users are aware of them.
- Q. This sounds simple. If I'm correct, what you're saying is that if I have a DLIC with some spare channels on it, I can utilise these for the latest TVA services from TTC alongside the old style CAS service from my existing supplier?
- A. Yes that is correct.
- Q. I have users that do not really need a turret but have a few private wires, could these be presented on their telephones?
- A. Yes. A significant benefit of TVA is that private wires can be presented on turrets, IP speaker units, IP telephones, mobile phones, tablets, PDA's etc.
- Q. I previously purchased CAS private wires and then they stopped selling these. Why?
- A. CAS is a legacy technology and Colt issued End of Sale on all CAS services in 2007. The market is migrating from CAS to IP based private wire technology and TVA is the ideal solution to support this transition.
- Q. My existing suppliers haven't mentioned this. Do I need to upgrade urgently?
- A. TVA is an exclusive service provided by us to replace the old style CAS service. We would recommend that you speak to your TVA account manager as soon as possible to fully understand the benefits the service provides.

Q. I'm happy with my existing CAS service as it has been very reliable and 'does the job'.

A. CAS is a legacy technology and Colt issued End of Sale on all CAS services in 2007.

Q. My service provider and/or my turret maintainer are suggesting that if I connect the TVA service to my system I will invalidate my service contract or breach SLA's? They are saying any issues will be down to me.

A. Obviously we can't comment on any specific SLA or contract that you have agreed with your supplier but we would suggest that this is highly unlikely. We would ask that you raise any such suggestions with us and we will explore them on your behalf.