

Press kit



sipgate

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Background information

About sipgate

Since October 2004 indigo networks GmbH has offered network-independent Internet telephony for private customers in Britain under the “sipgate” brand name. sipgate is now one of the leading VoIP providers in Britain. sipgate.co.uk allows telephone calls to be made free of charge over the Internet (Voice over IP (VoIP)) and is available to users free (no connection charge, no basic fees, no minimum charge).

Through interconnections with a total of eight national and international partners, sipgate customers can telephone with more than a million VoIP users worldwide at zero tariff. Calls from the classic telephone networks (fixed-line and mobile) can be received at any sipgate connection.

For this, sipgate supplies every customer with a call number (choice of local call number or non-location-specific call number with the dialling code 01801). Internet telephony with sipgate requires a broadband connection and an SIP telephone or an analogue telephone adapter (ATA) which transforms any conventional analogue telephone into an Internet telephone. The “sipgate X-Lite” telephone software is available for customers who would like to test the service free of charge and without obligation.

sipgate is also available in Germany (sipgate.de) and Austria (www.sipgate.at).

About indigo networks GmbH

The “sipgate” Internet telephony service is operated by indigo networks GmbH which was founded in 2003. The company is run by Tim Mois and Thilo Salmon, both industry insiders with many years experience. indigo networks GmbH is headquartered in Düsseldorf and has 50 employees.

The core business of indigo networks GmbH is the provision of Internet telephone connections via existing broadband accesses. The company also maintains other platforms at the point of convergence between Internet and telecommunications, for example the telephone conference system “voicemeeting.co.uk”.

All voice services operated by indigo networks are particularly attractive for broadband Internet users in terms of their simplicity, absolute transparency in use and reduction of telephone costs to a minimum. The aim of sipgate is to replace the traditional fixed-line network with its range of VoIP products and services. sipgate has put in place the complete framework necessary to enable simple use, to create significant value added and to bring about substantial cost savings.

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Product strategy: sipgate is the better fixed-line network

Arguments and proof in favour of complete substitution of the fixed-line network by VoIP

Replication of the conventional telephone connection:

1. 100 percent reachability from all networks
2. Choice of call numbers: free local call number; non-location-specific call number with dialling prefix 0180-1
3. Hardware and software: PC-neutral – existing telephone in combination with a VoIP-enabled router or adapter (e.g. Netgear), WLAN mobile phones, dedicated VoIP telephones (e.g. Grandstream GXP-2020), hybrid telephones (e.g. Siemens Gigaset S460 IP). PC-specific – e.g. ‚sipgate X-Lite‘ telephone software (free use, automatic configuration on installation)

Value added compared with fixed-line telephony:

4. Free Internet telephone connection without basic fees, minimum charge and without contract term (sipgate basic)
5. Continuous further development of every aspect of the VoIP service:
 - Internet telephony
 - SMS short messages (Web-SMS)
 - Voice Mailbox with a host of functions
 - Address book, call lists
 - Viewing of bills and call itemisation in real time
 - Automatic replenishment of the sipgate call credit possible
 - Standard services such as call waiting, toggling between calls und 3-way telephone conference (depending on the terminal)
 - Message Waiting Indicator (MWI), parallel ringing, videotelephony
6. Preconfigured and automated configuration of the VoIP hardware and software enables immediate use; VoIP hardware products available at www.sipgate.co.uk/shop
7. Can be used at any broadband connection worldwide
8. Immediate availability after online registration

Cost advantages compared with fixed-line/mobile telephony:

9. Free phone calls from VoIP- to-VoIP connections. Continuous expansion of national and international VoIP networking partnerships – sipgate customers can already telephone with a million subscribers at zero tariff.
10. Simple, transparent and low-cost tariff schedule for phone calls into the conventional fixed-line and mobile networks, special tariff packages available

Summary: sipgate enables its customers to use VoIP instead of fixed-line telephony without any restrictions, and allows simple and transparent use of Internet telephony, access to features over and above the services offered by ISDN and a substantial reduction in telephone costs.

All partner networks at a glance:

freenet.de (Deutschland)	FreeWorldDialup (USA)	gossiptel (USA)
telio (Norwegen)	IAXtel (USA)	gradwell (USA)
callUK (Großbritannien)	iptel (USA)	Sipphone (USA)

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sipgate basic

sipgate basic at a glance

sipgate basic Basic fee per month	£ 0,00
One-off set-up charge	£ 0,00

Other conditions:

Minimum contract term	none
Notice of termination	none

Charging unit for all connections: 60/60
Prices incl. 19% VAT.

All calls into the sipgate network net internal calls free of charge	✓ included
Calls into eight partner network CallUK, FWD etc.	✓ included
Local or 01801 call no. selected by customer on registration	✓ included
British fixed-line network round the clock	1.19 p/min
British mobile networks round the clock	9.90 p/min
Web telephone directory with Click-to-Dial	✓ included
Online call itemisation in real time with search facility	✓ included
Voicemail (answerphone) retrievable on the Web with email and SMS-Info, per telephone + Pin or free from the sipgate connection	✓ included

sipgate 1000

sipgate1000 at a glance

sipgate1000 Basic fee per month	£ 5.90
One-off set-up charge	£ 0,00

Other conditions:

Minimum contract term	1 month
Notice of termination	1 day before end of billing period

NOTICE OF TERMINATION: One day before expiry of the billing period. Otherwise the tariff option is automatically extended by a further month. **CREDIT:** Unused call volume elapses after expiry of the billing period. **MINUTE CHARGING UNIT:** All calls are charged by the minute, that means that every started minute counts as a whole minute. **PERIOD:** The billing period is one month. If sipgate1000 is activated, for example, at 1.00 p.m. on 15 July then the 1000 minutes are valid until 12.59 p.m. on 15 August.

The sipgate1000 tariff option is available once a month (all additional minutes will be charged at the regular tariffs). Prices incl. 19% VAT.

All calls into the sipgate network net internal calls free of charge	✓ inklusive
Calls into eight partner network CallUK, FWD etc..	✓ inklusive
Local or 01801 call no.r	✓ inklusive
British fixed-line network, 1000 free min. round the clock	ex 0.59 p/min
British mobile networks round the clock	9.90 p/min
Web telephone directory with Click-to-Dial	✓ inklusive
Online call itemisation in real time with search facility	✓ inklusive
Voicemail (answerphone) retrievable on the Web with email and SMS-Info, per telephone + Pin or free from the sipgate connection	✓ inklusive

Voice over IP – fallacies and misconceptions

“The voice quality with IP telephony is inferior to conventional telephony.”

“Wrong. By using voice codecs a voice quality is possible in IP telephony today that is every bit as good as the quality of conventional phone calls. In tests conducted by trade magazines the technology provided by sipgate in particular was even rated as superior to the fixed-line network.”

“The PC must be switched on in order to telephone per VoIP.”

“Wrong. A PC is not necessary in principle for telephoning via sipgate. Customers can telephone with their existing telephone that is connected, for example, to a VoIP adapter or a special Internet phone.”

„Phone calls are only free if both call parties use the same provider.”

“Wrong. sipgate customers can not only talk to other sipgate customers free of charge, but also worldwide with subscribers of the international networks FreeWorldDialup, Iptel, Sipphone.com, IAXTel, Telio.no, CallUK, Gossiptel and Gradwell. In Germany cooperation agreements exist with the provider freenet. sipgate customers can thus phone over a million subscribers free.”

“VoIP phone calls are always made with a headset.”

“Wrong. Two technologies that do not require a headset have become established on the VoIP market. Apart from IP-enabled telephones there are also adapters for transforming an analogue phone into an Internet phone. A distinct advantage is that there is no need to switch on the computer and the hardware devices are easy to handle.

Software solutions, so-called softphones such as “sipgate X-Lite”, in combination with a headset are suitable on the other hand when travelling or provide a particularly cheap entry to Internet telephony.”

“Broadband Internet access is only available with a telephone connection.”

“Wrong. There are, for example, broadband accesses per cable network providers operating independently of the fixed-line telephone network. Users can thus save the basic fees for a telephone connection.”

VoIP user profiles

The convenience user

This user type doesn't want to have to search on the Internet for the cheapest call-by-call number before every call. With the sipgate tariffs they can usually phone considerably more cheaply than through their connection provider. The sipgate tariffs are consistently cheap round the clock – 1.19 p/min into the British fixed-line network with the sipgate basic tariff and 9.90 p/min into the British mobile phone networks.

The extravagant user

The extravagant user telephones frequently during the day and has high phone bills. With VoIP this type of user can save a lot of money. Unlike conventional telephony, with Internet telephony only the destination plays a role. Different prices for different times of day do not apply – what's more, Internet phone calls between users are free.

The creature of habit

This user type is on the phone to the same people nearly every day. For a close circle of acquaintances it is therefore also worthwhile setting up an Internet phone connection. Phone calls between these Internet connections are free, no matter how long or how frequent. A broadband connection is always required, ideally in conjunction with a data flat rate.

The student

Universities often provide an Internet access for students in a hostel, but the telephone connection has to be registered at students' own cost. The high set-up charge is often not worthwhile because students may only stay in residence for a very short time. Also, a joint connection can often mean stress when settling up the bill. A VoIP provider like sipgate which charges no basic fee is a better option in this case especially since every student can have their own VoIP connection.

The mobile user

The mobile user travels a lot and wants to be reachable under the same number everywhere. That's no problem with VoIP. Since VoIP can also be used for mobile purposes it is possible to reach sipgate customers at fixed-line tariffs worldwide.

The technology freak

This type of user enjoys modern technology and wants to do more with his phone than just pick it up and put it back on hook. Conference calls, call lists and filters, and timed call blocks are all easy to implement with VoIP telephone sets and are also often cheaper than with conventional fixed network providers.

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