@aerial
Business Communications

Mobile & Data

Landline & Broadband

IT & Cloud Services

Telephone Systems

BUSINESS COMMUNICATIONS
with the personal touch

Contents

About Aerial

Aerial Business Communications have been providing mobiles, telephone systems, IT and internet connectivity services to businesses throughout Hampshire and the UK for over 30 years.

We offer a complete 'one-stop-shop' for all your communication needs. Providing exceptional support throughout every contract, not just at the point-of-sale, is one of Aerial's core values. Our independent approach can provide your business with a unified, cost-effective service which is designed to meet your company's needs.

OUR OWN ENGINEERS
Our engineering and support team are both IT & telecoms trained.

STOCK IS HELD ON-SITE
This means that we can get stock to you quickly - no lengthy delays.

INDEPENDENT COMPANY
We offer sound, impartial advice on a range of solutions.

AERIAL 24 SUPPORT
Our account managers provide 24 hour support to all of our customers.

MAINTENANCE & REPAIRS
We maintain anything, from mobile phone screens to internet systems.

AUTOMATIC BACK-UP
If you lose your IT or phone system data it can be re-installed within minutes.

Mobiles & Tablets

Increase your staff's productivity by enabling them to work on-the-go. Time spent between appointments and during the commute can be capitalised on by allowing them to catch up on correspondence.

The Latest Devices

Aerial stock a wide range of the latest smartphones and tablets including those from Apple, Samsung, BlackBerry, Microsoft, Sony, HTC, LG and more on the premises, so we can supply you straight away. Our experts can advise you on device features, the best tariffs available based on your company's usage, assist with set-up and offer insurance cover.

We also stock accessories such as car kits, Bluetooth headsets, cases, chargers and leads.

Account Management

Each of our customers is assigned their own account manager that keeps them informed of the most favourable tariffs and any new products or services that may be of benefit to them, as well as dealing with queries as efficiently as possible.

Our account managers provide pro-active support by actively monitoring their customers' usage, analysing their bills and regularly emailing their customers reports. In cases of overspending they suggest cost effective solutions like bolt-on packages or if calls were made to premium rate numbers, they will advise on alternative geographic numbers to keep bills down.

 iPhone   SAMSUNG   BlackBerry   Microsoft   SONY   HTC   LG

Business Apps

Aerial have a range of useful business apps including Office 365, McAfee Multi-Access, Box, TU Go and Just Call Me, some of which are free to O2 business users.

Microsoft Office 365

Work smarter on the move with Word, Excel, PowerPoint and Outlook apps on up to five devices. You can create and edit documents, check your emails and sync them all, whenever and wherever you are. Set-up help and ongoing support are inclusive, so you can save on IT costs.

The Office app makes it easy to work together with simple, secure file sharing and online conferencing. Host a meeting from your home or office, and with unlimited online storage, it's easy to store files, share them and work on them together.

You can set-up your own professional business email address that helps build your brand. Why be anyone@anymail.com when you could be thedirector@mybusiness.com?

McAfee Multi-Access

Protection for all your documents on all your devices, from the world's largest security company. The McAfee app protects your business against viruses, malware, data loss, spyware and identity theft. One licence secures up to five devices including desktops, laptops, tablets and phones.

McAfee gives you the ability to find, lock and wipe your phone remotely if it goes missing. Other benefits include being able to keep all of your passwords in one place, so you only need to remember one and getting warnings if a public Wi-Fi connection or a website looks suspicious before you connect to it.

Box

The Box storage app is the easiest way to access, share and store documents, whilst collaborating with colleagues, clients and customers online. It also gives you secure back up and encryption to protect your important documents against fire, flood or theft.

TU Go

TU Go is a free app which is available to all O2 Business users. It can be used in areas within the UK where signal is poor, in Europe and internationally. All minutes and texts used will come out of your UK bundle. Simply install the app, create an account, ensure your handset is connected to Wi-Fi and call your chosen contact. The person you're calling doesn't need to have the app on their smartphone to enable them to receive your call. By using TU Go you will save money as there will be no network call or roaming charges. TU Go can also be used on almost any Android, Windows or iOS device.

O2 Just Call Me

The Just Call Me app allows you to conference call from your mobile. It's easy, user friendly, there's no need for dial in numbers or pin codes and participants don't have to download any apps. Calls are made over the network so unlike calls using a data connection or Wi-Fi, O2 Just Call Me calls are the same great quality as speaking on your mobile.

The O2 Network

98% 4G COVERAGE BY 2017

71% INDOOR

CURRENT 4G COVERAGE

81% OUTDOOR

£1.5M INVESTMENT PER DAY

£3 BILLION INVESTMENT IN TOTAL

357 UK TOWNS & CITIES WITH 4G COVERAGE

O2 Direct Partner Network

Aerial are O2's biggest partner and as such can offer informed network advice as well as a range of bespoke 4G tariffs that suit your company's usage with monthly, pay as you go & SIM only options.

Cutting Call Costs

When you're with O2, calling other O2 numbers is free. Plus, you can choose from a wide range of unlimited calling plans which include up to 20GB of UK data.

Easy Billing

You can either get one tariff plan for each staff member or one tariff for everyone and all your devices. Either way, you get one monthly bill that you can manage via the My O2 Business web portal.

O2 Priority Moments

Perks like offers from 1,000's of high street brands, Monday £1 lunches, cheap days out and access to concert tickets 48 hours before general release are exclusive to O2 customers.

O2 Network Coverage

O2 are investing an average of £1.5 million each day to improve their network infrastructure. They are also the only network that have entered into a legal promise to not only hit the 70% minimum 4G coverage - but to actually achieve a nationwide 98% indoor coverage by the end of 2017.

O2 Wi-Fi on the Underground

O2 are the fastest-growing Wi-Fi operator in the UK, with thousands of O2 Wi-Fi hotspots in shops, cafés and bars. O2 business customers also have access to O2 Wi-Fi at over 120 London Underground hotspots.

Mobile Industry Awards
Best Business Network

MOBILE INDUSTRY AWARDS 2016

uSwitch Mobile Awards
Best Network Coverage

uSwitch MOBILE AWARDS 2016

Mobile Maintenance & Support Services

Aerial Business Communications offer a full range of mobile phone repair, support, maintenance and set-up services from our head office in Portsmouth, Hampshire. Our highly skilled team of mobile technicians can assist you with every issue you may experience, from screen repairs and software upgrades to back-up security services.

App Set-up

What good is a smartphone deployment for your staff if users aren't getting the most from the apps? Our engineers provide a full set-up service and can advise users of the best business apps available, such as Office 365, McAfee Security and Box (see page 6).

Email Set-up

Access to work email on-the-move is very important for business users, but setting up accounts can be far from easy. Our engineers can set-up multiple email accounts to deliver email efficiently to your device.

Repairs & Maintenance

Aerial provide mobile phone repairs for the following makes of smartphone; iPhone, Samsung, BlackBerry, Microsoft, HTC, Sony, Motorola, LG and Nokia. They can refurbish old phones in case you want a spare or want to provide an employee with a work mobile.

Software Upgrades

Your smartphone needs to be running the latest version of software available to ensure you are getting the most from your device and benefit from the latest features as & when they are released.

Contacts Transfer

A complete end-to-end solution. Our engineers will remove the hassle of transferring your contacts from one device to another. They will securely back-up all of your data to ensure your contacts are never at risk, then seamlessly transfer them to your desired device.

Aerial Protect

A broken screen is the main cause of putting a smartphone out of commission and missing calls could result in loosing business. However, impact damage is not typically covered by the warranty. Aerial have created 'Aerial Protect' - packages that are designed to keep your smartphone safe.

Standard Protection

+ Screen cover
+ Durable smartphone case
+ Set-up support

£5 per month plus VAT

Comprehensive Protection

+ McAfee cyber security
+ Screen cover
+ Durable smartphone case
+ Set-up support

£7 per month plus VAT

UPGRADE YOUR COMPANY'S
Telephone System

Choosing between different telephone systems is a huge decision and one that will impact all of your team, as well as any customers that contact you. Aerial understands that every business is different and this is why we offer a range of telephone systems to ensure we have the right solution for you.

If your company's telephone system is over six years old, Aerial can upgrade it at no extra cost and offer a full range of features that will help make your work flow more efficient. We also offer free demonstrations at your premises.

EXTRA FEATURES, AT NO EXTRA COST

- ☑ Call statistics
- ☑ Click-to-dial
- ☑ Call recording
- ☑ Missed call alerts
- ☑ Voicemail to e-mail
- ☑ Music on hold
- ☑ Marketing on hold
- ☑ Conference/video calls
- ☑ Microsoft Lync
- ☑ PCI compliance
- ☑ PC integration
- ☑ Wall boards
- ☑ Presence
- ☑ Ring groups
- ☑ Auto attendant (IVR)
- ☑ Mobile enablement
- ☑ Predictive dialling
- ☑ Touchscreen handsets
- ☑ Auto call distribution
- ☑ Instant messaging

We Specialise In;

- Hosted telephone systems
- Call centre technologies
- Voice-over IP & IP systems
- DECT cordless handsets
- Multi-site systems
- Cloud contact centres
- PCI compliance
- Line & call packages

System Repair & Maintenance Service

Our fully qualified, experienced engineers also offer an emergency repair service, as well as on-site training and support for most telephone systems for both new & existing customers.

Hosted Telephones

The cost of owning of a modern on-site telephone system is what puts most businesses off upgrading, after all if it still makes calls - why bother upgrading? However, hosted telephone systems offer a cost-effective alternative to traditional on-site telephone systems. There are no upfront costs, calls to all UK landlines are free, maintenance/support are included in the monthly rental and you only rent the number of handsets you require (plus a licence fee per user).

BT have recently announced that they intend to migrate all customers off of their aging ISDN telephone network over the next few years. Hosted telephones, which plug directly into your broadband, allow you to make voice communications and video calls over the internet providing a reliable, modern alternative.

HOSTED PHONES FROM £8 PER MONTH

There are many other reasons to choose a hosted system...

FREE Unlimited Calls

With hosted phone systems businesses have unlimited FREE calls to UK landline numbers starting with 01, 02, 03 and all UK mobile numbers. Because of this most businesses see an instant reduction of up to 60% off their monthly telecoms bills.

Numbers Anywhere;
Relocate & Take Your Number with You

Should your business relocate anywhere within the UK you can keep the same geographic number without any ongoing call-forwarding costs. This means that numbers with various area codes can be attached to the same telephone line.

Divert Numbers to an Alternative Phone

If your business has to be temporarily relocated in the event of an emergency or you need to work from home the main number and/or all of the DDI (direct dial-in) numbers can be diverted to alternative landline or mobile phones instantly.

Supporting Business Continuity

The combination of instant divert capabilities, support and maintenance services, as well as automatic software & security upgrades support your company's continuity plan. An automatic back-up service is available and is essential to any business' disaster recovery strategy.

Inclusive Maintenance & Support 24/7

Our technical telecoms engineers install hosted telephone systems and provide ongoing maintenance and support 24/7. Security and system upgrades are automatic. All of this is taken care of as part of Aerial's inclusive service.

Scalable

Aerial offer a wide range of hosted telephone systems which start at just £8 per month (plus VAT). Also, if your company's telephone system is over six years old, Aerial can upgrade it at no extra cost and offer a full range of features that will help streamline your work flow. Hosted telephone systems are completely scalable from two to two million users, lines can be increased or decreased within minutes.

Call Centre Technology

Aerial offer a wide range of systems that can enhance your call centre's productivity and improve your customers' call experiences.

Automated Call Distribution

ACD is an intelligent inbound call handling service that supports intelligent answering, prioritising, routing and reporting of incoming calls, enabling your centre to handle calls more personally. Calls can be routed based on; advisor skills, priority groups, the company number the customer dialled, the customer's own phone number (i.e. call line identity) or 'first available' advisor.

Call Recording

Recording calls enables businesses to monitor customer service, protect staff, speed up the training process, become PCI compliant, review employees and legally take verbal orders, whilst reducing legal risks.

Predictive Dialling

The 'predictive' in predictive-dialer refers to the ability to dial down the amount or increase your call volume depending on how long it takes for an agent to complete the call process. This solution predicts how long it will take for an agent to be available for the next call. The call time may vary from one day to the next with some campaigns pitch length, product information, customer retention of the offer and the amount of staff currently available.

Predictive-dialer systems differ from auto-dialers as these systems allow live agents to interact with live clients, auto-fill agent screens with client data, and update all pertinent web page or CRM based application information related to their particular client. It also allows agents to set callbacks/reminders, send emails/faxes, transfer calls and perform third party verification & recordings.

Call Statistics

Aerial offer a range of call statistics and logging packages which can enhance your service & sales performance. The comprehensive reporting capabilities are flexible and easy-to-use. They'll help you to understand how effectively you're dealing with your customers, whilst providing the information you need to drive constant improvement.

Cloud Contact Centres

Cloud-based contact centre solutions support staff, processes and data management. These fully compatible solutions can be integrated into any existing telephone system that has DDI capabilities as well as any known CRM (customer relationship management) systems or can be delivered as a complete service that includes the telephony infrastructure. The cloud contact centre is fully customisable, making it possible to create bespoke solutions to meet a company's individual needs or a campaign's specific requirements. There are many features available with cloud contact centres;

Cloud Based Dialler

This dialling solution supports the needs of multiple lists and campaigns across one or multiple sites. It is configurable in a variety of calling modes for predictive, progressive, power, preview or manual dialling.

Automated Call Distribution

With ACD calls can be intelligently routed based on; advisor skills, priority groups, the company number the customer dialled, the customer's own telephone number (i.e. call line identity) or 'first available' advisor.

Answer Machine Detection

AMD+ filters outbound calls reducing the number connecting to answering machines by nearly 30% (99.99% accuracy), improving productivity and staff morale. It can be switched on/off depending on the nature of the campaign, allowing agents to leave messages if necessary.

Voice Recording

Calls can be securely recorded and encrypted without the need for advisor interaction, ensuring compliance within regulated industries. Calls can be accessed live or played back anytime, anywhere; regardless of call type or advisor location. The archive provides data for continuous improvement of customer interactions and staff training.

Call/Voice Analytics

Call analytics are used to evaluate the effectiveness of campaigns and optimise the handling of sales leads, monitoring advisor performance. These tools can be integrated with the customer relationship management system and used for reporting, data mining, lead management and search the archive for keywords.

Scripting

The system holds templates which can be simply and quickly edited to suit the individual or changing campaign needs, either in-house or by the support team.

Multi-channel Integration

The number of ways to connect with others is increasing - voice, text, email, social media, web chat etc. Multi-channel integration provides advisors with a synchronised way of interacting through all available channels from one platform.

Interactive Voice Response

IVR supports customer interactions via voice or keypad (touch-tone) inputs. Callers can quickly gain access to key information or process payment transactions 24/7. This saves time and reduces the cost of routine enquiry handling.

Call Blending

Inbound calls can be prioritised and routed within teams, across departments, between sites or to appropriately skilled staff. The centralised algorithms respond to changes in call traffic, so the system prioritises calls by the defined rules. This can lead to a reduction in the number of required advisors as the efficiency of intelligent call blending outweighs the cost of idle advisor hours.

PCI (Payment Card Industry)

Cloud contact centres enable secure telephone-based card payments that are PCI compliant. Callers can stay online with agents during card transactions. The card holder can enter the digits from their card into the telephone keypad during the call and although the advisor can hear that the caller is inputting the number, tones are replaced with 'clicks'. This eliminates any risk involved in exposing staff to customer's card details, reduces the cost of compliance, simplifies system management and ensures centres stay within OFCOM, DMA, FCA, DPA & PCI-DSS guidelines.

Support, Maintenance & Upgrades

The support team offer insightful advice, proactive support and maintenance 24/7. The system is rapidly evolving and our engineers are continuously working to develop its features. All upgrades are included with the subscription.

PCI Compliance

Aerial provide flexible, cloud-based Payment Card Industry compliant processing solutions and reduce your PCI compliance requirements by 90%. This will enable your business to control, capture and analyse their communications, anywhere in the world, easily and at low cost.

Capture
voice & data communications and interactions
between employees, with customers, on any device & media channel, anywhere - as they happen.

Store
communications data and call recordings securely
in secure, policy-enforced, on-premise data centres or in the cloud.

Analyse
communications in real-time or across all time
using centrally-set parameters or the very latest interaction analytics to build a better business.

Greater flexibility and lower cost than on-premise solutions

Removes enterprise risk whilst boosting customer service

Rich real-time and legacy data capture, plus analysis across media channels

Supports local to global business and regulatory needs through one platform

Leased Lines & Radio Leased Lines

Leased Line

A leased line, also known as a private circuit or data line, is a permanent telecommunications line between two or more locations. It provides a dedicated, super fast internet connection, fixed bandwidth and can be configured to offer different services. Traditional ISDN broadband is being phased out and leased lines offer a true, reliable alternative.

Radio Leased Line

A radio leased line is a telecommunications line that connects your business to the internet, delivered via a secure radio network. Deployed from Portsdown Hill, the lines use a mesh network by connecting to dozens of other masts around Portsmouth. The radio distribution masts beam super fast internet to a receiver on the side of your building.

As well as consistent bandwidth, leased lines and radio leased lines have many shared benefits...

Guaranteed Level of Service

The constant level of connectivity, even during peak periods, means that leased lines are ideal for voice, data and video communications. This option also offers complete flexibility to prioritise certain traffic, like internet telephony, giving you total peace of mind that voice quality will always be clear and consistent.

A Cost-effective Solution

Even though leased lines are one of the most advanced connectivity technologies, they're often better value than a broadband solution. The more communications traffic a leased line carries, the more cost-effective it becomes.

Disaster Recovery Benefits

During out-of-office hours the otherwise idle leased line capacity can be used for data back-ups. This is an effective way for a business to add a disaster recovery capability, ensuring that data can be recovered in an emergency.

Four Hour Fix Time

In the unlikely event that there are any problems with the line our fully qualified engineers provide a technical support and maintenance service 24/7, as well as advanced proactive network monitoring. They also guarantee a four hour fix time.

Complete Symmetry

With leased lines the upload and download speeds are exactly the same. If you have a 20Mb data package that means the download and upload speeds are both 20Mb, whereas broadband packages have a lower upload speed.

No Usage Caps

With leased lines there are no usage caps, traffic management or packet shaping. Your leased line is yours to use as you see fit.

Uptime of 99.9%

Leased lines are so reliable that they have 99.9% uptime. They don't suffer from cable breaks or the other physical faults associated with traditional lines.

Five Day Installation Lead Time

Leased lines can be installed within five days, breaking new ground in time-critical environments.

SIP Trunking

SIP or Session Initiation Protocol allows companies with in-house telephone systems to make reliable, secure voice and multimedia calls over the internet. SIP has many significant business benefits...

Serious Savings

SIP connectivity allows your business to make serious savings with lower call costs, lower line rental for multi-sites, free internal calls between extensions and offices, as well as many free external numbers. Most businesses that move towards a SIP based service see an instant reduction in their monthly telecoms costs by over 60%.

Instant Divert

If your office has to be temporarily relocated in an emergency, the telephone number can be instantly diverted to an alternative landline or a mobile ensuring business continuity. Unlike the divert service provided by BT, it's not only the main number, but all of the DDI (direct dial-in) numbers that can be diverted too.

Flexibility on the Number of Lines

If you wish to increase or decrease your SIP lines to suit your requirements you're able to do so within minutes, without the cost or commitment. This is particularly useful for seasonal businesses.
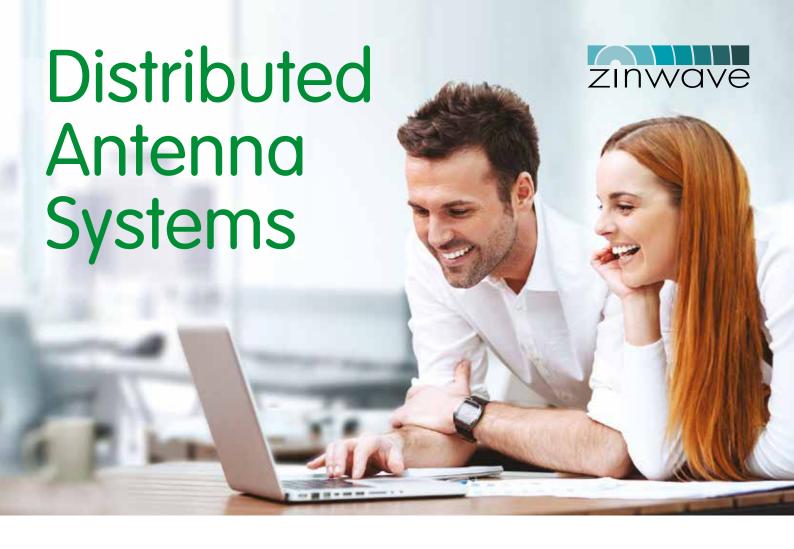
Protection

In times when the office is unoccupied a central spending limit can be set to ensure that, if phones are hacked, the call will be cut-off when the cost limit is reached.

Numbers, Anywhere

SIP removes historic, geographic boundaries enabling your business to relocate anywhere within the UK and keep the same geographic number without any ongoing call-forwarding costs. This also means that many numbers with various area codes can be attached to the same line. This could save you costs on printed company literature and stationery whilst maintaining the perception that you still have a presence in the area you've moved from.

Compatible with Microsoft Lync

SIP trunk lines are integration tested and approved to inter-operate with Microsoft Lync 2010 and 2013, allowing you to directly connect to the MS Lync platform to make external calls.

Distributed Antenna Systems

Distributed Antenna Systems (DAS) optimise in-building wireless, Wi-Fi and IP coverage in large buildings and isolated areas so users can get internet access anywhere within that space. Popular for use in high-rise offices, shopping centres, hospitals and venues such as stadiums.

UNItivity is an easy to deploy, unified connectivity platform that integrates Zinwave's unique wideband distributed antenna system technology with IP capabilities to deliver an end-to-end solution that support wireless and IP data on a single, install once infrastructure. UNItivity supports any mix of services between 150MHz-2700MHz on a single hardware layer, regardless of protocol or modulation scheme removing the need for expensive upgrades.

UNItivity also offers integrated support for a range of IP-driven services, including CCTV, Wi-Fi or LBS, giving building owners the ability to create appealing business propositions for on-site tenants. UNItivity's wideband capabilities facilitate service sectorization to better manage capacity or coverage requirements. Wi-Fi services, for example, can be easily routed to areas where they are needed, such as busy food concourses.

INCREASES CONNECTIVITY
150MHz - 2700MHz frequency.
High capacity Wi-Fi.

ENHANCES SERVICE QUALITY
Seamless connectivity access offers a positive consumer experience.

IMPROVES PUBLIC SAFETY
Supports better communication between safety & security personnel.

BOOSTS PRODUCTIVITY
Instant access encourages efficient working practices.

REDUCES COSTS
Building automation reduces energy and operation costs.

OFFERS FLEXIBILITY
Supports all mobile & all public safety bands and is easily expandable.

Hosted IT and Outsourced IT

Aerial offer a range of hosted and outsourced IT security, support & software packages for businesses like yours. We provide clear, impartial advice on a range of flexible solutions and unlimited phone support to all of our customers. Aerial provide a range of hosted IT services including; desktop, server, email, storage and software.

Why Go Hosted?

Going hosted provides security and flexibility, whilst supporting business continuity. Run in a secure cloud environment, hosted services can be accessed whenever and wherever you are. So, in the event of an emergency or if you or your colleagues can't make it to the office, you'll have the flexibility to work from home.

Hosted Software; Your Office Anywhere

Access, edit & share Office files anytime, anywhere and on virtually any device.

Whether you're in the office or on the go, do your best work with Office's cloud-based applications like Word, Excel, PowerPoint and Outlook, plus extras like document sharing and web conferencing.

Plus with hosted software, maintenance and upgrades are included within the monthly subscription. Software updates happen automatically and with 99.9% uptime, you'll always have the latest version of Office at the ready.

Hosted Desktop

On a hosted desktop all applications are run centrally in our secure cloud computing environment and only ever with the latest level of software.

Hosted Server

Aerial have dedicated server rack space located in multiple secure data centres across the UK, which offer a cost- effective way of getting the very best from 'the cloud'.

Hosted Email

Access the full version of Outlook on a vast array of devices. Outlook's web app helps users to be more productive across platforms by giving them access to email, voicemail, instant messaging, text messages and much more. Other benefits include advanced security, information protection, email archiving/retention/discovery capabilities, voicemail with unified messaging and deployment flexibility.

Outsourced IT Services

By outsourcing your company's IT needs you can save on the cost of employing a full-time IT manager.

Aerial's experienced technical engineers offer 24/7 support, maintenance, repair and security packages. We can install and maintain anything from networks & cabling to leased lines & distributed antenna systems. We also offer automatic back-up services, so if your IT system goes down, data can be re-installed within minutes.

IT Networks

Our engineers can design and implement new office network infrastructures without affecting your resources that are necessary to carry out day-to-day operations. Our team are experienced in building both WAN (Wide Area Networks) and LAN (Local Area Networks).

Aerial's ongoing support is key to ensuring you get the most from your business communications throughout your contract, not just at the point of sale.

Our account managers and engineers provide support & maintenance services 24 hours a day, 7 days a week, 365 days of the year. Both telecoms and IT trained, our technical engineers can maintain, repair or upgrade anything from mobile phone screens and hosted telephones, to internet systems and network cabling, providing a complete end-to-end service. Aerial also supply security, insurance and automatic back-up solutions that can provide dependable disaster recovery options.

Supporting You 24/7

Aerial24, our online portal, makes it easy, quick and simple to administer your account, ensuring that you have total control over your business communications.

From one screen, Aerial24 allows you to oversee your entire portfolio of products and services with Aerial. You can raise & log queries or faults then monitor their progress in real time, view your bills, run reports and much more.

Building & Improving

Aerial are committed to making this portal a key reason to become and remain an Aerial customer. This is why we are investing in Aerial24, to ensure we add new features and functions, so you spend less time administrating your telecoms & IT and more time running your business.

Ongoing Support & Learning

Aerial24 also provides exclusive access to our insightful knowledge base, which offers answers to some of the most commonly asked questions, as well as how-to guides and step-by-step manuals for a wide range of telecoms & IT situations, from setting up an iPhone to fixing common Microsoft problems.

The library is regularly updated by our technical engineers who are, of course, always on hand if you need any additional support or advice.

Customer Testimonials

Aerial's customers range from single sole trader mobile users to large organisations like Westminster Abbey who recently had a 230 extension telephone system & SIP trunks installed by us.

Our customers give us excellent feedback about our outstanding service and the benefits they get from our products. Don't just take our word for it, here's what our customers say…

"We would like to thank you for the efficient and friendly service you provided when upgrading our phone contract. It certainly made the switch over to new phones so much smoother and hassle free."

Jackie Cooper, Managing Director at MJH Installations Ltd (2015)

"Aerial provided great support in upgrading all of our telecommunications equipment and suggested solutions that are both cost-effective & far more reliable than our previous set-up."

Andrew Bryne, Finance Director at Rivitswade (2015)

"We have been with Aerial for some years now and still find their customer service to be first class. Our account manager is extremely attentive. We know we're on the best tariff to suit our business needs. We're safe in the knowledge that Aerial always looks after our best interests and wouldn't hesitate in recommending them. A truly outstanding company to work with."

Lee Silvester, Customer Relations Officer at BTE Services Ltd (2016)

"Aerial supplies all of the mobile phones for our business. They have always been very helpful and it's great that you get an account manager to talk to about anything you need. The back-up service they've supplied has always been first class, so we've never had any need to look at changing away from them."

Chris Andrews, Director at Andrew's Plant Hire (2016)