

MANAGED CLOUD VOICE · MALAYSIA

Cloud IPPBX for your business.

A complete phone system, hosted in Malaysia, connected to the SIP lines you already have.

Prepared for your team · 2026 · JomCloud, a Ceriakom Communication Sdn Bhd venture

THE RANGE

Three packages

All three run on the same managed platform. Based on what you've described, **PBX** is the fit.

RECOMMENDED FOR YOU

PBX

RM39 / extension / mo

A cloud phone system for your office.
Extensions, IVR, voicemail-to-email,
call recording.

INBOUND TEAMS

Contact Centre

RM49 / agent / mo

Everything in PBX, plus queues,
agent states, wallboard, SLA
reporting and supervisor tools.

OUTBOUND TEAMS

Dialer

RM149 / agent / mo

Predictive, power and preview dialing,
campaigns, lead lists, DNC and
compliance.

You can start on PBX and move individual teams up later — same platform, same numbers.

THE CASE FOR MOVING

The box in your comms room is the problem

On-premise PBX today

- ✗ Capital cost up front, then a hardware refresh every few years
- ✗ An annual maintenance contract whether you use it or not
- ✗ One box, one site — if it fails or the office loses power, you lose the phones
- ✗ Adding a user means a site visit
- ✗ Staff working from home are unreachable on the office number

JomCloud

- ✓ A monthly per-extension fee, no capital outlay
- ✓ Hardware, patching and upgrades are ours to worry about
- ✓ Hosted in a Cyberjaya data centre with 24/7 monitoring
- ✓ Add or remove extensions yourself, same day
- ✓ Every extension works from the office, home, or a phone in a pocket

FULLY MANAGED

You run your business. We run the phone system.

Every package includes the operational work, not just the software licence.

- ✓ **24/7 monitoring** with alerting — we usually know before you do
- ✓ **Backups** and tested restores
- ✓ **Patching & security hardening** as part of the service
- ✓ **On-call support** from a team in Kuala Lumpur
- ✓ **99% uptime SLA**
- ✓ **Onboarding & migration** from your current system, included
- ✓ **Your own admin portal** — change routing without raising a ticket
- ✓ **No lock-in** — your numbers and your carrier stay yours

WHO YOU'D BE WORKING WITH

JomCloud

Managed cloud voice for Malaysian business — a venture of Ceriakom Communication Sdn Bhd, a licensed Malaysian telco operator.

Cyberjaya

Data centre, Malaysia

Kuala Lumpur

Support & engineering team

99%

Uptime SLA

Block A3-1-12, 1st Floor, Jalan 2/142A, Megan Phoenix, Off Jalan Cheras, 56000 Kuala Lumpur · +603 9010 2929

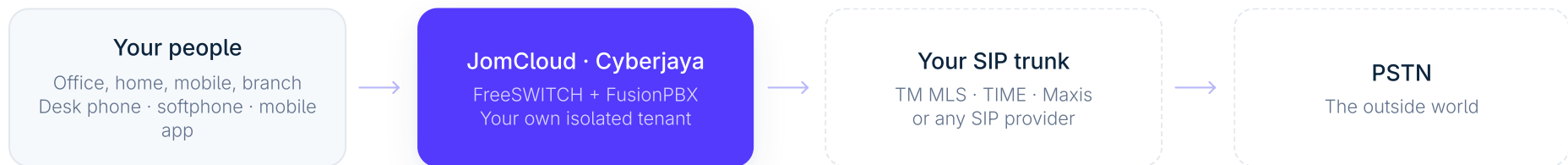
YOUR QUESTIONS

How the solution works

The next eleven slides answer each of the questions you sent, in the order you asked them.

Cloud IPPBX architecture

There is no PBX hardware on your premises. Your phones register over the internet to a private tenant on our platform, and calls leave through the SIP lines you already have.



Multi-tenant FreeSWITCH 1.10 with FusionPBX. Each customer gets a separate domain — your extensions, routing, recordings and reports are isolated from every other tenant. Signalling is SIP over TLS; audio is SRTP.

Hosted in Cyberjaya, Malaysia

The platform runs in a Malaysian data centre in Cyberjaya. Nothing about your phone system leaves the country.

- ✓ **Call processing** — in Cyberjaya
- ✓ **Your configuration** — extensions, IVR, routing — in Cyberjaya
- ✓ **Call detail records** — in Cyberjaya
- ✓ **Call recordings** — in Cyberjaya

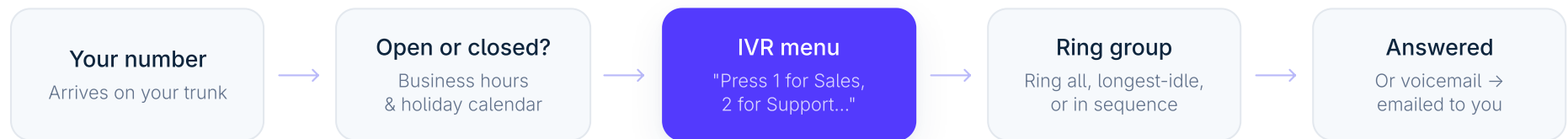
Why it matters for you

Keeping the platform in-country means low latency to your offices and your carrier, and a straightforward answer for any auditor or customer who asks where your call data lives:

Malaysia.

How incoming calls are received and routed

Every inbound number follows a route you control from your portal. A typical one:



- ✓ Multi-level IVR menus, changed by you at any time
- ✓ Ring groups and hunt groups per department
- ✓ Transfer, hold, park, pickup, forwarding, DND, busy-lamp field
- ✓ After-hours and holiday greetings set once, applied automatically
- ✓ A one-tap **"closed today"** switch for early closes — no IT needed
- ✓ Voicemail delivered to email as an audio file, with caller ID and timestamp

The office number, wherever your staff are

An extension isn't tied to a desk. It registers from anywhere with an internet connection, and behaves identically in every case.

In the office

A desk phone on the network. Plug it in, it provisions itself.

At home

The softphone on a laptop, or take the desk phone home and plug it into home broadband.

On the move

The mobile app. Calls show your office caller ID, not a personal number.

- ✓ The **same number** rings on all of them — move a live call between devices without hanging up
- ✓ Calls between your own staff are internal and free, wherever in the world they are
- ✓ Transfers, hold and conference work exactly as they do in the office

How outgoing calls are made

A user dials as they always have. We apply your outbound rules and hand the call to your own SIP trunk.



- ✓ **Caller ID under your control** — per extension, per department, or one main number for everyone
- ✓ Your current outbound caller ID is preserved, so nothing changes for the people you call
- ✓ Dial rules and restrictions per user — for example, block international from certain extensions
- ✓ Every outbound call is logged, and recorded if you want it to be

Keep the lines you already have

JomCloud is carrier-neutral. We connect to your existing SIP lines rather than replacing them — which removes most of the risk and most of the cost of a migration.

- ✓ **No number porting.** Your main line keeps working throughout — the biggest cutover risk simply isn't there
- ✓ **No change to your call rates.** You stay on your existing carrier contract and keep paying the rates you have today
- ✓ **No lock-in.** Works with TM MLS, TIME, Maxis or any SIP provider. Change carrier later without changing phone system
- ✓ If you'd rather we supplied numbers too, we can — local Malaysian or international

One thing to check

TM **MLS** is delivered as SIP and connects to us directly, with nothing extra needed.

If any of your sites are still on legacy TM **PRI** or analog lines, that site needs a small SIP gateway to convert. It's routine and we handle it — but it's worth knowing up front rather than discovering it on cutover day.

What you actually need on site

Nothing mandatory. There is no server, no PBX chassis and no licence dongle in your building.

REQUIRED

Nothing

A staff member with a laptop and a headset can be live on the phone system in minutes. The softphone is included with the extension.

OPTIONAL

IP desk phones

Yealink, Snom or Grandstream. They auto-provision — plug into the network and the extension appears. Buy from us or bring your own.

IF YOU DEPLOY DESK PHONES

A PoE switch

Powers the phones over the network cable so each desk needs one cable, not two. Most offices already have one.

Existing analog handsets or a legacy PBX you're not ready to retire can be connected through a SIP gateway during a transition period.

What happens when something goes down

What the calls need

- ✓ Roughly **100 kbps per simultaneous call** — 20 people on the phone at once is about 2 Mbps
- ✓ Stable latency matters more than raw speed; a normal business fibre line is comfortable
- ✓ We recommend prioritising voice traffic on your router (QoS)
- ✓ A secondary line or 4G failover is worth having — it keeps desk phones working if the primary link drops

The part on-premise can't do

If your office loses internet or power, your numbers keep ringing.

Because the phone system lives in Cyberjaya and not in your building, we simply divert inbound calls to mobile numbers, a branch, or voicemail — automatically, within seconds.

An on-premise PBX in the same situation goes dark, and callers get a dead line until someone restores it.

On our side: 24/7 monitoring with alerting, backups, and a 99% uptime SLA.

Security & data protection

In transit

- ✓ **SIP over TLS** — call signalling is encrypted
- ✓ **SRTP** — the audio itself is encrypted

On the platform

- ✓ **Tenant isolation** — your domain, extensions, recordings and reports are separated from every other customer
- ✓ **fail2ban and IP access lists** block brute-force and toll-fraud attempts

Access

- ✓ **Role-based portal access** — an admin sees everything, a user sees only their own extension
- ✓ Per-user credentials, revocable the moment someone leaves

Operations

- ✓ 24/7 monitoring with alerting
- ✓ Regular patching and security hardening as part of the managed service
- ✓ Backups with tested restores

Where your data and recordings are stored

All of it in Cyberjaya, Malaysia. Your call data does not leave the country.

- ✓ **Call recordings** — stored physically in Cyberjaya, Malaysia
- ✓ **Call detail records** — same
- ✓ **Voicemail and configuration** — same
- ✓ Aligned with Malaysia's **PDPA 2010**

Your control over recordings

- ✓ Recording is on-demand per call, or always-on — your choice, and configurable per extension
- ✓ Search, play back and download from your own portal
- ✓ Delete any recording yourself
- ✓ Default retention **90 days**, configurable to your own policy

SUMMARY

Everything included in PBX

- ✓ Desk phone, softphone and mobile app — one number on any device
- ✓ Auto-attendant / IVR with multi-level menus
- ✓ Ring groups & hunt groups with flexible ring strategies
- ✓ Voicemail, plus voicemail-to-email
- ✓ Business-hours & holiday routing with a self-service open/closed toggle
- ✓ Inbound number routing and outbound calling
- ✓ Call recording — on-demand or always-on
- ✓ Transfer, park, pickup, forwarding, DND & busy-lamp field
- ✓ Conference rooms and music on hold
- ✓ Fax-to-email & email-to-fax
- ✓ Caller-ID management and HD voice
- ✓ Your own admin & user portal
- ✓ Bring your own lines and numbers — or get new ones
- ✓ Hosted, monitored, backed up and supported 24/7

COST · YOUR Q8

What it costs

MONTHLY

RM39 / extension / month

Everything on the previous slide, per extension. Add or remove extensions any time.

ONE-TIME

RM450 setup

Covers tenant build, trunk connection, routing and IVR configuration, phone provisioning and staff training.

Call charges

Local and overseas calls: unchanged.

We connect to your existing SIP lines, so your call charges stay with your current carrier at the rates you already have. JomCloud does not bill your call minutes.

Users & hardware

- ✓ From **3 extensions** upwards, with no practical maximum
- ✓ No hardware required — desk phones optional, quoted separately or bring your own

What actually changes on your bill

Only one line item moves. That's the whole point of connecting your existing lines.

UNCHANGED

Your call spend

Same carrier, same contract, same local and international rates. We don't sit in the middle of it.

UNCHANGED

Your numbers

No porting, no new numbers to publish, no reprinting anything. Your main line never stops working.

THIS IS WHAT CHANGES

The PBX itself

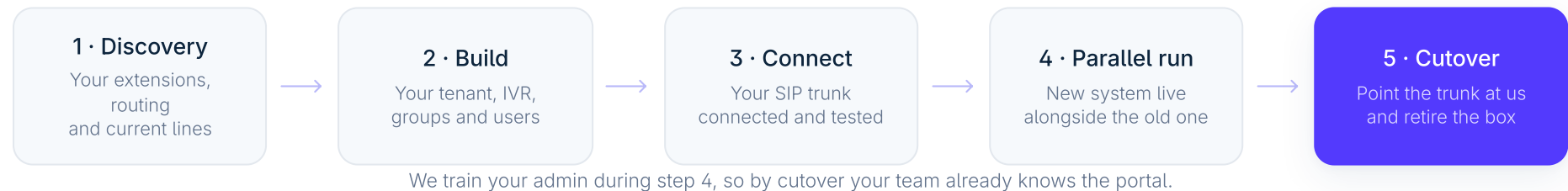
The box, its maintenance contract, its hardware refresh and the IT time around it all become **RM39 per extension per month**, fully managed.

Send us your current PBX maintenance and line-rental costs and we'll put your real numbers side by side with this before you decide.

GETTING THERE

How the migration runs

Included in the setup fee. Because there's no number porting, there's no point at which your main line is at risk.



NEXT STEP

See it running.

A 30-minute demo on a live system — bring the questions this deck didn't answer.

jomcloud.my/book.html · +603 9010 2929

JomCloud — a Ceriakom Communication Sdn Bhd venture