

relax
telecom plc

Stress free communications



✔ Hosted VoIP Telephony Systems

✔ Business Telephone Numbers

✔ Inbound & Outbound Call Solutions

✔ Telephone Payment Systems

✔ International Call Routing

✔ Voice Broadcasting



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A little bit about us

Thank you for taking the time to find out more about Relax Telecom, our services and products and most importantly, how Relax Telecom can help your business.

As a Telecommunications Network Operator, Relax can offer the full spectrum of inbound and outbound telecom services to businesses throughout the UK. Whatever the size of your organisation, we are confident that we can provide a bespoke solution specifically designed to enhance your companies telecoms infrastructure and reduce your costs.

We pride ourselves on providing our Channel Partners with expert advice and the very latest in voice and data solutions. Our extensive range of services (some of which are discussed within this service guide) will assist in the day to day running of your business, from the simple concept of an inbound business number, to a complete telephony system install.

Throughout this information guide we summarise some of our more popular services and products, however this is just the tip of the iceberg. If there is a telecommunications based solution you require, which is not discussed within this information guide, please do not hesitate to contact our friendly customer service team.



Don't get left behind with an outdated phone system...

Switch to Relax Cloud, our fully hosted VoIP telephony network

What is Relax Cloud VoIP Telephony?

Relax Cloud VoIP system offers high end functionality of a traditional full PBX telephone system but at the fraction of the cost.

Completely hosted and supported by Relax, the system utilises a high speed internet connection to make and receive calls.

Relax will fully tailor the system to every customer, allowing flexibility for all office structures - be it a single site office, chain of home workers or large multi-site corporations. Location is not an issue and the system can easily link national and international sites.

What are the benefits of Relax Cloud?

- Extensive feature list
- All services under one roof - Relax can provide all elements needed including hardware, software, business numbers, broadband and support.
- Reduced call costs - plus free calls between tenant users regardless of their location.
- Fully scalable and flexible - will grow and develop with your clients business
- Portable - if your clients relocate their business, their telephony can follow seamlessly.
- Easy to use web interface - admin tools to control your telephony structure.
- Peace of mind - full disaster recovery with the ability to re-route calls instantly in emergencies.

What are some of the features?

- Call Filters & Blocking
- Call Forwarding
- Call Monitoring
- Call Park
- Call Pickup
- Call Recording
- CDR's (Call details records)
- Click to call
- Conferencing
- Directory / BLF List
- Enhanced voicemail features
- Extension status
- Group Hunt
- Hot Desking
- Ms Outlook Integration
- Operation Times ON/OFF from a Phone
- Paging/Intercom
- Personal IVR
- Phone Callback
- Real time pop-up notifications
- Remote Access
- Plus many more...

Relax can offer a wide selection of call management service, including...



Welcome Messages & Auto Attendant

A bespoke recording can be activated that will greet your customer on dialling your business number. This could be a professional greeting with the company name or maybe a marketing message. The customer is instantly assured that they have contacted the correct business. It eliminates the need to have a receptionist to take incoming calls and gives the impression of large professional organisation. In conjunction with the welcome message, you can also offer callers menu options such as “Press 1 for sales, press 2 for accounts, press 3 for...” etc.



Call Queue / Music On Hold

The call queuing system is as simple as it sounds – each incoming call is placed in an orderly queue and connected as and when the line becomes free. Whilst holding in a queue, music can be played to the caller. Callers can be held for a pre-determined length of time before automatically being diverted to voicemail.



Call Whisper

A call whisper is a recorded announcement, such as “This is a business call, press 1 to accept” that alerts the receiver to the nature of the incoming call. It is inaudible to the caller, who will just hear ring tone. This is incredibly useful in many different ways, examples of which are:

- Businesses run from home – differentiate business calls from residential calls.
- Multiple businesses from one office – use a separate call whisper for each business.
- Marketing campaigns - use a separate call whisper for each campaign.



Out of Hours Routing

An extension to call routing is ‘out of hours’ routing. This allows a set configuration to be employed during office hours, e.g. between 9am to 5pm Monday to Friday, calls be diverted to a ring group but outside of these time stipulations calls can either go to an alternative number such as a mobile or a recorded message stating that the office is now closed with an option to leave a voicemail.



Intelligent Call Routing

There should be no reason for businesses to be experiencing missed calls. By utilising intelligent call routing systems, calls should always be able to find you. This can include ring groups or hunt groups. A ring group is a group of telephone numbers that the individual call will be diverted to. Every number in that group will ring simultaneously when your number is dialled. A hunt group is similar to a ring group in the sense that it is a list of chosen locations to dial – however rather than all ring at the same time, a hunt group will dial each location in a sequence until the call is answered.



Inbound Call Statistics Portal

Monitor your inbound call volumes with the Relax online call statistics portal. An invaluable tool in aiding marketing and advertising campaigns. You can track which numbers that were used in certain campaigns did well, and which did not, increase the effectiveness of your future marketing. Accessible online, it is secured by a username and password.



Relax Voice Broadcasting

A human voice is more personal way of delivering a message to customers. Voice Broadcasting ensures a recorded message gets to everyone it needs to reach in an effective and innovative way, sending messages simultaneously to literally thousands of customers within minutes. Interactive response capabilities can also be added to the message, allowing recipients to respond immediately to the message, for instance connecting directly to a call centre.

- Comprehensive feature list
- Scalability: supports any number of users
- Resiliency: world-class reliability and 24/7 support for business continuity
- Ease of use: simple administration system

Can be used for:

- Service interruption announcements
- Marketing communications
- Lead generation
- Customer loyalty programmes
- Product launches & promotions
- Political statements
- Appointment and bookings confirmation and reminders
- Customer Surveys
- Bill reminders



Voicemail to Email

There will be times when a call cannot be answered and a busy tone to a caller is highly frustrating – by providing a bespoke professional sounding voicemail system, your customers will feel confident to leave a voicemail message with the certainty that it will be responded to. Voicemail messages can be left 24 hours a day, 7 days a week – or at times of your choice.

Any voicemail messages that are left are instantly emailed as an audio file to an email address of your choice – therefore enabling you to respond immediately. By sending an audio file and alert via email, this allows you to pick up your voicemail messages anywhere in the world. It also allows you to save and file your voicemail messages if needed.



Fax to Email

Although less and less faxes are received nowadays - there are still definitely occasions when the ability to receive a fax is required. A digital fax to email is today's solution. There is no need to purchase a fax line, fax machine, fax paper or toner.

All faxes sent will be converted to a PDF image and emailed to you. As you receive your faxes via email, you can gain access to them anywhere in the world, not just where your fax machine is located. Faxes can be saved and filed on your PC easily. The fax to email service is an incoming service only – you will not be able to send faxes using this service.

Relax Automated Per Minute Billing Tele-Payments...an alternative to premium rate numbers

A unique alternative...

Companies offering their services via telephone, will traditionally use one of two options to take payment for this, 1) Use Premium Rate '09' telephone numbers that will charge the caller per minute via their phone bill, or 2) Manually take a card payment for a set amount before commencing the telephone service. This system streamlines these processes and offers a happy medium between the two options. Fully automated, secure and flexible - it is a unique alternative to using premium rate numbers or manual live operator payment lines. Ideal for a multitude of industries and services, including:

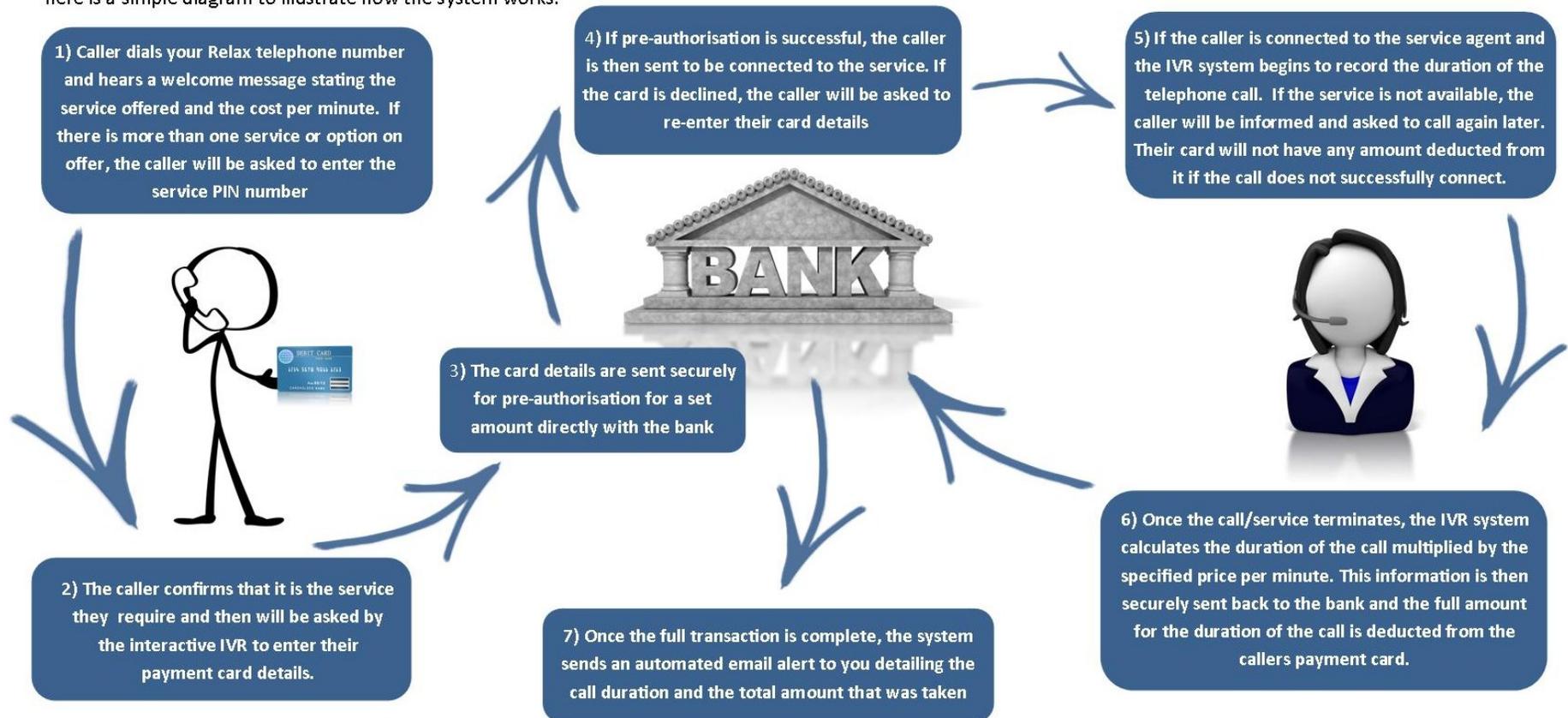
- ✓ Technical/Customer Support lines
- ✓ Psychic/Tarot
- ✓ Betting/Tipster Lines

- ✓ Advice Lines (Legal, Medical etc)
- ✓ LinesParty/Multi Chat Lines
- ✓ International Call Routing

- ✓ General Information Lines
- ✓ Adult Chat Lines
- ✓ Conferencing/Seminar Lines

How does it work?

Automated Per Minute Billing Tele-Payments offer a great alternative to using Premium Rate numbers or processing manual card payments before commencing a service, here is a simple diagram to illustrate how the system works:





Relax Automated Invoice Tele-Payments...stress free credit & debit card transactions

A simple solution from Relax Telecom...

Relax Automated Invoice Tele-Payments can help to streamline your inbound card transactions. Utilising a custom built, secure, interactive IVR, the system will process debit and credit card payments made to your business.

Not only does this eliminate the need for staff members to spend valuable time taking card transactions but also allows for your customers to make payments to your business 24 hours a day, 7 days a week.

How does the system work?

Your customers who wish to make payments will dial your dedicated invoice payment telephone number - they will then be greeted with a bespoke welcome message for your business. We have a full range of number types that you can choose from, including, 0800 Freephone, Geographic numbers and 08 business numbers.

The system will ask the caller for the invoice reference number and the amount they wish to pay. It will then request the card payment details and authorise the payment directly with the Bank, deducting the amount from the callers card. If the payment has been successful, you will receive an instant email stating the payment amount taken and reference number the caller entered.

Benefits of Relax Automated Invoice Tele-Payments:

- Payments can be taken 24 hours a day, 7 days a week, 365 days a year
- Multiple payments can be taken at the same time from different callers
- No need for dedicated staff to process telephone payments
- Eliminates instances of human error when taking payment details
- No need for an expensive merchant account
- Quick and simple for your customers to complete a payment
- Instant email alerts when a payment has been made
- Fully secure - customers do not have to give card details to a live agent
- Low cost set-up and monthly rentals
- Bespoke options available

Uses for Relax Automated Invoice Tele-Payments include:

- Invoice payments
- Membership fees
- Charity donations
- Tuition fees
- Fine payments
- Subscription renewals
- Rent / Utility payments
- Debt Collection Agencies

Try the Demo-line today - call:

0333 988 3333

Enter the following test invoice number & card details when prompted:

Payment Ref No: 123456

Card No: 4111 1111 1111 1111

Expiry Date: 12 - 20

Security No: 123

*Relax offer a range of Automated Tele-payment lines in addition to the two options shown in the guide, such as ticket booking lines. If you would like to discuss any alternative requirements, please do not hesitate to contact our friendly team on **0800 9 500 900***



Become a Channel Partner with Relax Telecom...



At Relax Telecom our main aim is to strive to support our Channel Partners to achieve success.

We offer a full range of services and products to meet our Channel Partners needs, so in turn they can offer a comprehensive service.

We are fully transparent and pass on our own wholesale buy rates to our Channel Partners. You then decide the price you wish to sell the services and products at and we share 50% of the profit with you. It is as simple as that.

This allows you to have full control of your own business, setting your own competitive prices to your customers.

Enclosed in this booklet are an example of our prices for our main services and products. Prices will fluctuate with wholesale price changes, however, we will always endeavor to pass on the wholesale rate.

Please do not hesitate to contact us if you have any further questions or wish to apply to become a Channel Partner.

Channel Partner Buy Rates

VoIP / Hosted Channel Partner Buy Rates

Hosted Outbound Call Rates	Call type	Cost Price/Buy Price	Suggested Sell Price
	UK Landline Termination	0.9ppm	1.5ppm
	UK Mobile Termination	2.2ppm	5ppm

Hosted VoIP	Cost Price/Buy Price	Suggested Sell Price	Payment Frequency
Hosted Extension Rental	£2.00	£8.50	Monthly
Site Installation	£400.00	£400.00	One Off
Hosted Extension DDI Set up Fee per number (1-10)	0	£10	One Off
Hosted Extension DDI Rental per number	0	50p	Monthly
Geographic Number Porting -10+ sequential numbers	£75.00	£100.00	One Off
Single Geographic Number Porting	£7.50	£10.00	One Off
Call Recording	0	£4.99	Monthly
Hunt Group	0	75p	Monthly
Group Voicemail	0	75p	Monthly
fax to email	0	£4.99	Monthly
Basic Training (Up to 2 hours)	0	£9.99	One Off

Hardware	Cost Price/Buy Price	Suggested Sell Price	Payment Frequency
Standard Audio Headset	£8.68	£11.99	One Off
Radius 2000 Headset	£49.95	£66.95	One Off
Siemens Gigaset S685 IP Phone (VoIP)	£68.49	£85.00	One Off
Yealink T20P Phone (VoIP)	£53.00	£66.50	One Off
Yealink T26P Phone (VoIP)	£80.00	£100.00	One Off
Yealink T32 IP Phone (VoIP)	£108.50	£141.25	One Off
Yealink T38 IP Phone (VoIP)	£122.33	£172.50	One Off
Gigaset A510H Cordless Phone (VoIP)	£54.80	£68.50	One Off
Netgear FS728TP 24 PORT POE Switch	£168.00	£202.00	One Off
Thompson ADSL Router	£35.00	£43.99	One Off
Cisco Integrated Services Router	£147.80	£200.00	One Off
Billion BI PAC 7402x Router	£95.00	£114.00	One Off
Delivery Charge	£9.75	£9.99	One Off

Broadband Channel Partner Buy Rates

Product	Max Download Speed	Max Upload Speed	Allowance	Monthly Buy Rate	Suggested Sell Rate	Connection Charge	Suggested Connection Charge
TTB ADSL2+ SMPF 0G	24 Mbps	1.3 Mbps	10GB	£6.50	£8.45	n/a	n/a
TTB ADSL2+ SMPF 75G	24 Mbps	1.3 Mbps	75GB	£9.38	£12.19	n/a	n/a
TTB ADSL2+ SMPF 10G	24 Mbps	1.3 Mbps	Unlimited	£15.55	£19.50	n/a	n/a
TTB Annex M Business	16 Mbps	2.5 Mbps	75GB	£34.99	£45.49	n/a	n/a
TTB SDSL (M) 512Kbps	512 Kbps	512 Kbps	Unlimited	£64.99	£84.49	n/a	n/a
TTB SDSL (M) 1Mbps	1 Mbps	1 Mbps	Unlimited	£79.99	£103.99	n/a	n/a
TTB SDSL (M) 2Mbps	2 Mbps	2 Mbps	Unlimited	£92.99	£120.89	n/a	n/a
TTB ADSL2+ MPF 75G	24 Mbps	1.3 Mbps	75GB	£15.33	£19.93	n/a	n/a
TTB ADSL2+ MPF 250G	24 Mbps	1.3 Mbps	Unlimited	£20.35	£26.00	n/a	n/a
Vodafone ADSL2+ Home	16Mbps	1 Mbps	Unlimited	£12.68	£16.48	n/a	n/a
Vodafone ADSL2+ Home	16Mbps	1 Mbps	Unlimited	£14.31	£18.68	n/a	n/a
CWW ADSL2+ Home	16 Mbps	1 Mbps	Unlimited	£12.68	£15.20	n/a	n/a
CWW ADSL2+ Business	16 Mbps	2 Mbps	Unlimited	£14.31	£17.20	n/a	n/a
CWW SDSL 500 (1:1)	512 Kbps	512 Kbps	Unlimited	£145.00	£175.00	n/a	n/a
CWW SDSL 1000 (1:1)	1 Mbps	1 Mbps	Unlimited	£190.00	£228.00	n/a	n/a
CWW SDSL 2000 (1:1)	2 Mbps	2 Mbps	Unlimited	£235.00	£282.00	n/a	n/a
CWW SDSL 500 (5:1)	512 Kbps	512 Kbps	Unlimited	£120.00	£144.00	n/a	n/a
CWW SDSL 1000 (5:1)	1 Mbps	1 Mbps	Unlimited	£165.00	£198.00	n/a	n/a
CWW SDSL 2000 (5:1)	2 Mbps	2 Mbps	Unlimited	£195.00	£234.00	n/a	n/a
O2W Business 2+	12 Mbps	1.3 Mbps	Unlimited	£11.00	£13.20	n/a	n/a
O2W Business 2+ Pro	24 Mbps	1.3 Mbps	Unlimited	£18.00	£21.60	n/a	n/a
O2W Business Pro (M)	24 Mbps	2.5 Mbps	Unlimited	£23.00	£30.00	n/a	n/a
O2W SDSL (A)	1.3 Mbps	1.3 Mbps	Unlimited	£29.00	£41.99	n/a	n/a
O2W SDSL Pro (M)	2.5 Mbps	2.5 Mbps	Unlimited	£57.00	£68.40	n/a	n/a

Broadband Channel Partner Buy Rates

Product	Max Download Speed	Max Upload Speed	Allowance	Monthly Buy Rate	Suggested Sell Rate	Connection Charge	Suggested Connection Charge
BTW Max 5G	8 Mbps	1.3 Mbps	5GB	£13.87	£18.03	£40.00	£52.00
BTW Max 50G	8 Mbps	1.3 Mbps	50GB	£18.34	£23.84	£40.00	£52.00
BTW Max 100G	8 Mbps	1.3 Mbps	100GB	£34.05	£44.27	£40.00	£52.00
BTW Max Premium 5G	8 Mbps	1.3 Mbps	5GB	£21.24	£27.61	£40.00	£52.00
BTW Max Premium 50G	8 Mbps	1.3 Mbps	50GB	£24.06	£31.28	£40.00	£52.00
BTW Max Premium 100G	8 Mbps	1.3 Mbps	100GB	£39.77	£51.70	£40.00	£52.00
BTW ADSL2+ 10G	24 Mbps	1.3 Mbps	10GB	£10.05	£12.06	£40.00	£52.00
BTW ADSL2+ 75G	24 Mbps	1.3 Mbps	75GB	£12.72	£15.25	£40.00	£52.00
BTW ADSL2+ 250G	24 Mbps	1.3 Mbps	250GB	£17.30	£20.75	£40.00	£52.00
BTW ADSL2+ Elevated 10G	24 Mbps	1.3 Mbps	10GB	£14.34	£17.20	£40.00	£52.00
BTW ADSL2+ Elevated 75G	24 Mbps	1.3 Mbps	75GB	£16.62	£19.95	£40.00	£52.00
BTW ADSL2+ Elevated 250G	24 Mbps	1.3 Mbps	250GB	£21.58	£25.90	£40.00	£52.00
Fibre 100	38 Mbps	9.5 Mbps	100GB	£20.00	£26.00	£80.00	£104.00
Fibre 100 EBE	38 Mbps	9.5 Mbps	100GB	£23.50	£30.55	£80.00	£104.00
Fibre+ 100	76 Mbps	19 Mbps	100GB	£20.00	£26.00	£80.00	£104.00
Fibre Unlimited	38 Mbps	9.5 Mbps	Unlimited	£27.50	£35.75	£80.00	£104.00
Fibre + Unlimited	76 Mbps	19 Mbps	Unlimited	£27.50	£35.75	£80.00	£104.00
Fibre+ EBE Unlimited	76 Mbps	19 Mbps	Unlimited	£31.00	£40.30	£80.00	£104.00

WLR Channel Partner Buy Rates

Wholesale Outbound Call Rates

Call type:	Cost Price/Buy Price	Suggested Sell Price
UK Landline Termination	0.75ppm	2ppm
UK Mobile Termination	1.4ppm	6ppm

Analogue Lines:	Cost Price/Buy Price	Suggested Sell Price	Payment Frequency
Connection Charge	£47.11	£72.50	One Off
Rental Charge	£9.17	£11.99	Monthly
Feature - Admin Controlled Call Barring	8p	75p	Monthly
Feature - BOL (Busy Out Line)	£1.20	£5.25	One Off
Feature - Bypass Number	50p	75p	Monthly
Feature - Call Barring (Incoming Outgoing)	8p	75p	Monthly
Feature - Call Diversion	8p	75p	Monthly
Feature - Call Minder	£2.10	£3.15	Monthly
Feature - Call Sign	8p	75p	Monthly
Feature - Call Waiting	50p	75p	Monthly
Feature - Called Party Answer	8p	£1.50	Monthly
Feature - Caller Display	50p	75p	Monthly
Feature - Change of Divert to Number	£1.20	£5.25	One Off
Feature - Choose to Refuse	8p	£1.50	Monthly
Feature - Direct Connect	8p	£3.00	Monthly
Feature - Number Selection	£12.50	£17.50	One Off
Feature - Presentation Number (installation)	£20.00	£30.00	One Off
Feature - Presentation Number (rental)	8p	75p	Monthly
Feature - Remote Call Forwarding (inst)	£20.00	£30.00	One Off
Feature - Remote Call Forwarding (rental)	80p	90p	Monthly
Feature - Temporary Call Divert (per CLI)	£1.20	£5.25	One Off
Feature - Temporary Out of Service	£1.20	£5.25	One Off
Change of Number	£12.50	£17.50	One Off
Answering Service 1571	50p	75p	Monthly
Caller Redirect (CNI) - One Months Service	50p	£5.25	Monthly
Cancellation Charge	£11.46	£15.00	One Off
Care Level 3 Maintenance	£3.10	£4.65	Monthly
Care Level 4 Maintenance	£4.00	£6.00	Monthly

ISDN2/ISDN2e Lines:	Cost Price/Buy Price	Suggested Sell Price	Payment Frequency
ISDN2e Connection per circuit	£120.00	£180.00	One Off
Rental per circuit (2 channels)	£18.73	£23.99	Monthly
Transfer	£30.00	£36.00	One Off
Rental Charge per DDI number	17p	26p	Monthly
Feature - Administration Call Forwarding	8p	£1.50	Monthly
Feature - Call Deflection	8p	£1.50	Monthly
Feature - Calling Line Identity Presentation	8p	£1.50	Monthly
Feature - Calling Line Identity Restriction	£1.00	£1.50	Monthly
Feature - Connected Line Identity Presentation	8p	£1.50	Monthly
Feature - Connected Line Identity Restriction	8p	£1.50	Monthly
Feature - Customer Controlled Call Forwarding	8p	£1.50	Monthly
Feature - Incoming Calls Barred (ICB)	8p	£1.50	Monthly
Feature - Permanent Outgoing Calls Barred (OCB)	8p	£1.50	Monthly
Feature - Planning Charge per DDI Installation	£81.57	£120.00	One Off
Feature - Planning Charge Per DDI Number	81p	£1.20	One Off
Feature - Presentation Number (installation)	£40.00	£60.00	One Off
Feature - Presentation Number (rental)	8p	£1.50	Monthly
Feature - Reconfiguration per channel	£10.00	£15.00	One Off
Feature - Selective Outgoing Calls Barred	8p	£1.50	Monthly
Feature - Waiting with Call Hold	8p	£1.50	Monthly
Line Care Level 3 Maintenance(2 channels)	£3.10	£4.65	Monthly
Line Care Level 4 Maintenance (2 channels)	£4.00	£6.00	Monthly

ISDN30 Lines:	Cost Price/Buy Price	Suggested Sell Price	Payment Frequency
New Installation Charge	£900.00	£935.00	One Off
Installation per Channel (Min 8 channels)	£6.50	£10.00	One Off
Rental (per channel)	£9.84	£12.50	Monthly
Transfer	£81.57	£95.00	One Off
Reconfiguration 0-15 channels	£54.50	£82.00	One Off
Reconfiguration 16-30 channels	£109.00	£160.00	One Off
Reconfiguration 31-60 channels	£163.00	£240.00	One Off
Reconfiguration 61 channels and over	£218.00	£325.00	One Off
Rental Charge per DDI number	17p	26p	Monthly
Line Care Level 3 Maintenance (per channel)	£2.10	£3.15	Monthly
Line Care Level 4 Maintenance(per channel)	£2.50	£4.00	Monthly

A comprehensive range of Business Numbers...



Offer your customers the ability to handle their inbound calls more efficiently and professionally by using Relax Telecoms range of intelligent business numbers. All of our numbers are fully compatible with Relax Cloud VoIP and all of our many call management services.

All numbers are available in five categories, each category relating to the memorability of the number and how it looks; they are as follows:

- **Standard** Free of charge
- **Bronze** £9.99 one off fee
- **Silver** £24.99 one off fee
- **Gold** £49.99 one off fee
- **Platinum** £99.99 one off fee

Channel Partner can take advantage of a 20% discount on the above rates. Some of our more popular ranges are detailed in this guide or for a full breakdown please visit our website: www.relaxtelecom.co.uk

0800 numbers are free for your customer to call from a fixed line. When choosing between your company and your competitors, a potential new customer is more likely to opt for the company that offers a freephone 0800 number:

- Increase sales – new customers are more likely to call a freephone number
- Customer friendly image
- Quick, cheap and easy to set-up – selection of packages available to suit all budgets
- Portable – when moving premises, the number can seamlessly move with you
- National presence

0844 and **0843** are the most popular number range with businesses across the UK:

- Quick and easy to set-up
- Portable – when moving premises, it's not always possible to keep existing numbers. when moving premises, the number can seamlessly move with you
- National presence – 08 numbers are not related to any particular location, therefore customers automatically view your business as a large national company
- Memorably numbers available
- Possibility of revenue available on calls

Local geographic numbers beginning 01 or 02 are a low cost option for businesses wanting to maintain a 'local presence'. Relax have numbers for most areas, including: Manchester, Leeds, Sheffield, Nottingham, Leicester, Bristol, Reading, Bolton, Bath, Blackburn, Birmingham, Edinburgh, Glasgow, Halifax, Hull, Liverpool, Preston, Peterborough, Swansea, Durham, Tyne & Wear, Wolverhampton, York, Walsall, Warrington, Portsmouth, Coventry, Belfast and Cardiff.

0871 and **0872** are extremely popular for support lines. As they are charged at a higher rate to the caller (10p per minute) a revenue can be paid back to you for calls received:

- Quick and easy to set-up
- Portable – when moving premises, it's not always possible to keep existing numbers. when moving premises, the number can seamlessly move with you
- National presence – 08 numbers are not related to any particular location, therefore customers automatically view your business as a large national company.
- Memorably numbers available
- Possibility of revenue available on calls received.

03 numbers are becoming more and more popular with image conscious businesses wanting to offer a more customer friendly telecoms solution. 03 numbers cost the same to call as a geographic landline number:

- Charged at the same rate as a local call
- Accepted as part of inclusive minutes from most major UK mobile network operators
- Memorable numbers available
- Quick, cheap and easy to set-up – selection of packages available to suit all budgets
- Portable – when moving premises, the number can seamlessly move with you
- National presence – 03 numbers are not related to any particular location, therefore customers automatically view your business as a large national company

09 Premium Rate numbers can offer a high revenue to the receiver of the call. Calls to this range cost between 10p and up to £1.50p per minute and are frequently used for services such as chat lines, technical support lines and psychic lines.

Inbound Only - Revenue Opportunities & Charges

Revenue Payments:

NGN RANGE	Monthly Call Volume (mins)				
	0-4,999	5,000-9,999	10,000-24,999	25,000-99,999	100,000+
0844 / 0843 5ppm (Landline or IVR termination only)	2.5ppm	2.6ppm	2.75ppm	3.00ppm	3.5ppm
0844 / 0843 5ppc (Landline or IVR termination only)	0.5ppc	0.6ppc	0.75ppc	1ppc	1.5ppc
0871 / 0871 10ppm	5ppm	5.5ppm	6ppm	6.5ppm	7ppm
0871/0872 10ppc	3ppc	3.5ppc	4ppc	4.5ppc	5ppc
Premium Rate 09	<i>POA when all documentation and compliance has been completed</i>				

Charges:

NGN RANGE	Monthly Call Volume (mins)				
	0-4,999	5,000-9,999	10,000-24,999	25,000-99,999	100,000+
0800 terminating at mobile	5ppm	4.75ppm	4.5ppm	4.25ppm	4ppm
0871 / 0871 10ppm terminating at mobile	2.5ppm	2ppm	1.5ppm	1ppm	0ppm
0871 / 0872 10ppc terminating at mobile	2.5ppc	2ppc	1.5ppc	1ppc	0ppc
03 / Geographic terminating at landline	2ppm	1.75ppm	1.5ppm	1.25ppm	1ppm
03 / Geographic terminating at mobile	5ppm	4.75ppm	4.5ppm	4.25ppm	4ppm

NGN Inbound	Cost Price/Buy Price	Suggested Sell Price	Payment Frequency
NGN Standard Number	0	0	n/a
NGN Bronze Number	£7.99	£9.99	One Off
NGN Silver Number	£19.99	£24.99	One Off
NGN Gold Number	£39.99	£49.99	One Off
NGN Platinum Number	£79.99	£99.99	One Off
Welcome menu	0	£4.99	Monthly
Call Queuing/music on hold	0	£4.99	Monthly
Fax to Email	0	£4.99	Monthly
Voicemail to Email	0	£4.99	Monthly
Call whisper	0	£4.99	Monthly
Hunt group / Ring group	0	£4.99	Monthly
Out of Hours Routing	0	£4.99	Monthly
Professional Recording	From £15.00	From £25.00	One Off
In-house Recording	From £4.99	From £10.00	One Off

Testimonials...

Relax Telecom strive for 100% customer satisfaction and are more than happy to go the extra mile, to make sure our valued customers receive the best possible service and support. We are delighted with the constant feedback we receive and here are just a few examples:



"We have been a customer of Relax Telecom for several years now and would be more than happy to recommend them. The customer service and support teams are excellent and deal quickly and professionally with everything we throw at them. No job is too big or too small for them. As a shipping company we rely heavily on our telecoms and it's great to feel confident that we have experts taking care of this for us".

James Cross
Arbour Shipping Ltd

Select Property

"We wanted to switch from our previous provider to update our telecoms infrastructure to a VoIP system - predominantly to take advantage of the benefits, features and flexibility that VoIP provides. We also needed to expand our whole operation to new premises. This all needed to be completed in a very short period of time, with no interruption in service.

We believed that this would be an impossible task until we contacted Relax Telecom. The whole process, from the initial consultation with the Sales Director, through to the full installation, only took just under 2 weeks to complete. With Relax you are dealing directly with the network themselves, so there are no middle men to slow down the process or add additional unwanted costs. It can sometimes be a daunting task to switch providers but Relax passed our expectations with flying colours".

Mark Littlewood
Select Properties



"We asked Relax to take over our telecoms a year ago, since then it's been a breeze. Any changes we needed making were done quickly and without fuss or any extra costs but the biggest difference is the reduction in price, with the money we saved we've increased our workforce.

Jamie
MP Claims Ltd

Synergy Leads Ltd

"Synergy Leads have been using relax telecom for 2 years now to supply a VoIP solution for our 30 seat call centre. Part of our licence requirement is that we record all calls and have access to them live. I have always found their staff to be very helpful which was important to us as we are not a tech company. I have no hesitation in recommending Relax Telecom to any business".

Laura Gillard
Synergy Leads Ltd



"We approached Relax Telecom as we wanted to be able to handle the vast amount of calls that we were receiving from our customers much more efficiently. Relax Telecom offered us one of their 0844 numbers which instantly rang our main office number and within 24 hours had a professional and efficient IVR answering service which even included a whisper to let us know that someone was calling our Clear Crystal Number so we could also answer the call professionally. This Service was so easy and quick to set up we now have 0844 numbers for all our associated businesses and we are operating in a much more professional manner. Thank you Relax Telecom for all your efficient help and service, we would happily recommend you to any other business".

Clear Crystal
Stacey Nolan



"I have used Relax Telecom for several years now and always found the service responsive and helpful. The VoIP phones are excellent quality and value".

David Frieslander
PimDesign Ltd



direct mail

"Having recently moved our account to Relax Telecom, we have been impressed with the way in which the transfer has seamlessly taken place and especially with their team, in the way they confidently have given us advice and answered all the queries we have put to them. Don't hesitate if you are thinking of using Relax Telecom as a supplier or partner for your business".

Ian Cook
121 Direct Mail



"The service from Relax Telecom is excellent. From the initial discussions, implementation to on-going support-nothing is too big or too small for these guys to deal with. At last a company that cares about its customers!"

Richard Render
Care group holdings Ltd



"Since using Relax telecom my faith in telecoms has been restored! I was more interested in reducing costs then concern for quality of delivery, Relax has covered both bases".

Will King
Sellers Griffin Ltd



LOVE LIFE. LOVE MUSIC.

Relax Telecom are proud to announce that we are the official sponsors of the Business News on Smooth Radio. Listen out for these testimonials and many more throughout 2013.



"I have used relax telecom for a few years now and the service is 1st class. From the ease and speed of setting up new numbers to billing. You can't fault the level of service Relax Telecom strive to provide. A very happy customer."

John Duckworth
Blue Sky Financial Claims Ltd



"We have been exceptionally happy with the service provided by Relax Telecom, who have been friendly and efficient in all dealings and I have no hesitations in recommending them".

Michael Lopez
Henderson Accountants Ltd

Financial Claims Advice Ltd

"We have used Relax Telecom for a number of years now and their service and support has always been impeccable. I wouldn't hesitate to recommend Relax to any business requiring telephony services".

Chris Smith
Financial Claims Advice

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