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## Improving communication in your business

Alpha Base VoIP (voice over internet protocol) is a new way of communicating with your customers. Using the Internet to transmit telephone conversations rather than traditional phone lines, you can make significant cost savings and improve communications between your staff and customers.

- **Cut call costs**

VoIP phone calls to landline and mobiles are typically cheaper than with traditional services.

- **Fully featured telephone system**

Alpha Base VoIP provides a fully featured 10 extension telephone system at a fraction of the cost with no hardware to worry about

- **Free calls between offices**

Because VoIP uses the Internet to make calls, inter-office conversations are free!

- **Take your extension with you**

Home workers and on the road salesman can take their internal extension anywhere in the world, just plug into any Internet network point even without a computer and make receive calls for free.

- **Multiple external numbers**

Improve business efficiency with a dedicated direct line for each department and a virtual automated switch board to redirect calls as to the right place first time every time.

- **Customised outgoing caller id**

Make sure your customers call back on the correct line by customising your outgoing caller id.

- **Sell to your callers while they're on hold**

Record your own marketing message to be played when callers are on hold.



- Interactive voice menus
- Call queueing
- Music & marketing on hold
- Message before ringing
- Customisable integrated voicemail
- SMS notifications of voice messages
- Also e-mail notifications
- Direct dial numbers
- Call forwarding on busy / no answer
- Free calling between offices
- Geographical, 0845 or 0870 numbers
- Highly memorable numbers available
- Transfer your BT number to VoIP



[www.relax.uk.com/voip](http://www.relax.uk.com/voip)

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## Questions and Answers

We're sure you must have some questions about VoIP and if it has any implications as well as the obvious advantages to your business, we've listed some of the most common questions and answers below to ease your mind.

### What is the Alpha Base VoIP service?

alpha base VoIP is a service that allows telephone calls to be made over the Internet at a much lower cost and with more features than traditional analogue phone lines.

### Can I use my existing handset?

Yes, you just need to plug your handset into one of our popular VoIP adapters.

### Do I need to change my telephone number?

No, you may be able to move your BT telephone number to our VoIP service so you don't need to change your number.

### Does my computer need to stay switched on?

No, if you use a VoIP adapter or handset then your computer can be left switched off.

### Can I call someone who isn't using VoIP?

Yes, you can dial any telephone number in the world at a much reduced cost to traditional BT phone lines.

### What about emergency calls?

Emergency calls will still be made using your existing analogue line.

### How many phone numbers can I have?

You can have as few as one number for your entire VoIP phone system or as many phone numbers as you have extensions so everyone has a direct line as well as a switchboard number.

### What numbers are available?

Numbers are available in your local area code or freephone 0800, local rate 0845 or national rate 0870.

### Can I divert my calls to my mobile when I'm out?

Yes, when you are out of office you can divert calls to voice mail, your mobile phone for the cost between the VoIP system and your mobile, or take your VoIP phone with you and plugin to the Internet wherever you go.

### Is the call quality as good as my landline?

Yes. As long as you have a high speed broadband Internet connection (256k or above) you and your customer's will probably be unable to tell that you are not on a standard landline.

### How many consecutive calls can we make?

Depending on the speed of your broadband you could make up to 8 calls at once.



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