



VoIP
Broadband
Least Cost Routing
Video Conferencing
IT Parts and Components
Custom Computer Systems
Peripherals
Software

FEBRUARY 2007 Issue no. 2

Telecom *Topics*



**Business
Solutions
Telecom Ltd**

Business Solutions Telecom Ltd
specialize in a high quality service
to the business community with
the best advice and courtesy as our priority

Come on in! The water's lovely!

Q. What's more difficult than a salesman trying to get a prospective customer to actually part with their money?

A. Trying to convince a customer that they don't have to do anything, change anything, fit anything or think about anything and that they will save money at the end of every month for doing absolutely nothing!

For those amongst us who don't enjoy the pleasure of low cost business calls there hangs a cloud; A cloud of confusion and misunderstanding hovering over the opportunity to pay less for your business phone calls. The process is called Least Cost Routing.

Let's clear the clouds, dispel the myths and examine a few facts: how can a business like Business Solutions Telecom charge less for business phone calls? Some years back the government decided that BT shouldn't be allowed to continue to monopolise the telecoms Industry. It was instructed to wholesale a large proportion of it's operations to independent distributors who are able to charge much less than BT, mostly because of much lower overheads than the telecom giant.

Perhaps because of the principle "better the devil you know" many business owners and managers are reluctant, some almost fearing the

thought, to "move away" from the security of BT, imagining all sorts of worst case scenarios of inadequate and failing telephone networks.

The fact is; nobody "moves away" from BT – only for payment purposes. All calls made still "travel" along BT's phone lines and the ultimate responsibility for maintaining and servicing those lines still belong to BT, so no one actually moves away, ***all that changes is the company you pay the bill to.***

The second misconception is; that you have to pay two bills – one to BT for the line rental and another to pay for the calls. In the early days of LCR that was the case but now further deregulation allows the line rental to be purchased from the LCR provider thereby paying only one bill –reducing costs further by paying a cheaper line rental and increasing efficiency.

Any business that transfers its line rental and calls from BT will save money, even on BT's Business plans. They will also feel safe in the



knowledge that, ultimately their service remains within the security of BT's colossal telephone network.

Further savings can still be made from any business using other alternative LCR suppliers, as prices in the market are wide and varied.

*BST offer some of the lowest rates in the UK – with no binding contracts. **Call us now on 01277 624657***



Headsets to replace desk phones?

New legislation is changing the design and spreading the use of headsets, to the point that many believe there will one day be no need for the desktop telephone.

Recent studies supported by the National Organisation for Healthy Backs, conclude that productivity, accuracy and staff morale are increased through the use of headsets over telephones.

The studies show that hundreds of thousands of people suffer from neck, shoulder and lower back pain brought on by telephone use. As little as two hours per day can generate a measurable, health risk.

Headsets continue to evolve as needs change both for the office, home, and call centre. Business Solutions Telecom Ltd will continue to supply headsets for each new communication device—no matter what the future holds. Headset users will continue to communicate hands-free wherever they happen to be.

With the introduction of the SupraPlus headset Plantronics sets new standards in headset design and style. With the wideband frequency response you gain improved listening comfort with clear natural sound; perfect for either Contact Centre or Office applications. SupraPlus is available in monaural and binaural

styles and a choice of Plantronics trademark voice tube or high performance noise-cancelling microphone. The monaural design features a new t-pad giving comfortable, natural support, while the binaural features a single cable design for increased comfort and convenience.

Plantronics and all other major headset manufacturers products are available from Business Solutions please call or email for more information.



Wireless headsets prove to be increasingly popular especially with the huge interest in VoIP and PC based soft phone systems. Headsets now make even more sense.



Helping your business grow

Special Rate Services

All types available:

Freephone

0800

0808

Local and national

0845

0870

All freephone and local rate numbers can be terminated on either landline or mobile numbers—please ring for more information.

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Do you need a managed email or Domain name service?

Your own dedicated email mail-boxes either on one of our Domains or on the domain name of your choice (subject to availability) Once registered, your domain name stays with you for as long as you wish.

You do not even need to have a website to use your own Domain name.

We will set up all the necessary arrangements and make any amendments as required. Your own email accounts can be set up quickly and easily—by phone or email - all from an easy monthly payment of £2.50+vat.

Call us now!

Next Issue;



We explore the wonders and benefits of **Video Conferencing** with an across the board look at how your business, large or small can benefit from this new and expanding method of communication.

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