

# Business Mobiles



## Keeping your business moving

We make it easy to do business wherever you are with the right mobile devices and a range of calling plans. Whether you want to make calls, send and receive emails, use the internet or all three, we offer a no-nonsense approach to keeping your business moving.

### Why pay more?

We are able to offer you the best prices - guaranteed, and we'll prove it. We take the confusion out of calling plans by finding the best deal for your needs using TariffSure™, our Ofcom-approved online tariff comparison service. TariffSure™ shows you what other providers would charge based on your current monthly bill. So the savings are there for you to see.

### Handsets & Tablets

From basic 'let's talk' handsets to Blackberry, iPhone and everything in between, we offer the latest technology from a range of manufacturers. We help you choose what's right for your workforce. We also supply the latest Wifi and 3G enabled Blackberry Playbook and the ever popular iPad on a range of business networks and tariffs.

### Network

We partner with O2, Orange and Vodafone, providing fantastic value for money and highly reliable coverage for voice calls and mobile internet the length and breadth of the UK and abroad. We offer the best prices and prove it through TariffSure™.

### Tariffs and Calling Plans

We check all prices on O2, Orange and Vodafone through TariffSure™. This means you can rest assured knowing you're receiving the best value for money.

In addition, we'll be proactive in keeping your costs low by reviewing your usage every three months. If there's a way to save you money, we'll find it.

# Business Mobiles

## Mobile Internet and Broadband

Connect to your company's network or the internet wherever you are. Mobile broadband gives you high speed access to the internet either from your mobile phone or your laptop. It's ideal for sales teams and other mobile workers as they no longer have to be in the office to get the job done, and it's more secure and reliable than wi-fi.

We'll advise the best tariff and calling plan to suit your needs, helping you manage costs and improve productivity.

## Mobile Email

Mobile email through BlackBerry, iPhone and many other smartphones means you can stay in touch wherever you are. Emails are sent straight to your phone which automatically synchronises with your desktop email and calendar. We offer a range of e-mail handsets and tariffs to suit your business needs and we'll even set them up for you. Simple.

## Car Kits and Installation

We offer the complete service, from supply and installation, through to servicing and maintenance. All work is undertaken at a time and location to suit you.

## Hands-free

Use your mobile phone but keep your hands free with a Bluetooth kit and mobile phone holder. We supply the equipment and get you up and running.

## Handset Maintenance and Repair

If you have purchased your mobile handsets with us, we take care of all certified warranty repairs free of charge.

## Account Management

Your dedicated Account Manager will work with you to ensure you get the best from communications technology. They'll proactively review your account, analysing usage and spend to ensure you're on the right price plan. Of course, you can contact them at any time.

## Help and Support

Our business is underpinned by first-class customer service. We know you need a telecoms supplier you can trust, so we'll get to the heart of your business to understand your needs and provide the right solutions at the right price.

## Online Support

- Receive online support from our customer service team through our website.
- Raise support requests through our easy-to-use Online Account Management tool.

## Nationwide Support

We operate a nationwide network of engineering support, so if you need someone at your premises, we'll respond quickly.

## Manage your business, manage your costs

If you choose the O2 network you'll be able to take advantage of our sophisticated Intelligence™ tool.

Intelligence™ gives you up-to-the minute access to call data, enabling you to better manage your business and control spend.

Intelligence™ provides easy analysis of call data across your company, giving high level and detailed reports of activity at any given point in time – number of incoming calls, missed calls, peaks and troughs in demand, inbound and outbound calls on each extension and more. This helps you plan and manage your resources appropriately, ensuring you serve your customers well and never miss a sales opportunity.

Let us show you how we can help reduce your costs.

Get in touch today on **0800 195 5115**

# Office Landlines



## Fixed lines for flexible business

Are you spending more than necessary on business calls and line rental? Can your customers reach you? We help you cut cost, improve efficiency and, through our unique Intelligence™ system, ensure you never miss a vital call or opportunity again.

### Tap into Intelligence™

Intelligence™ logs all inbound calls before they get to your telephone system. So if your lines are busy or a call goes unanswered, we'll email a list of missed calls so you can phone your customers or prospects back. This unique service is available only from us and supports our drive to help you build competitive advantage through faster, more effective response.

**But that's not all. We guarantee to provide:**

### Best value line rental

We offer best value line rental by reviewing how many lines you need and what they're used for. Whether you operate from one site or several, we'll ensure you get the right solution to meet your current and future needs, all at the right price.

### Low call charges

When businesses move their landlines and calls to Pace, we can usually reduce costs by an average of 30%, often more.

How do we do this? From small businesses operating from one site, to large multi-nationals spread across numerous locations, we evaluate your business requirements and phone usage patterns, including frequently dialed destinations. This allows us to offer the calling plan that keeps costs to a minimum.

### Easy Transfer

It's easy to transfer from your current provider. We'll handle everything to ensure no or little disruption to your business. If new lines are required our nationwide network of engineers will be on site to get you up and running as quickly as possible.

# Office Landlines

## Efficient call handling

We'll ensure you never miss a call by setting up your phone system so that customer enquiries always get directed to the right place. As well as ensuring potential new customers get through, you can deliver a better experience to existing customers.

We'll also provide solutions to help you manage high call volumes, ensuring your customers aren't kept waiting longer than necessary.

If appropriate, we enable you to promote just one number for your business, even if your call handlers are spread across a number of sites.

## Account Management

Your dedicated Account Manager will work with you to ensure you get the best from communications technology. They'll proactively review your account, analysing usage and spend to ensure you're on the right price plan. Of course, you can contact them at any time.



## Help and Support

Our business is underpinned by first-class customer service. We know you need a telecoms supplier you can trust, so we'll get to the heart of your business to understand your needs and provide the right solutions at the right price.

## 24/7 Helpdesk

Our experienced and knowledgeable customer services team is available 24/7. Just call.

## Online Support

- Receive online support from our customer service team through our website.
- Raise support requests through our easy-to-use Online Account Management tool.
- Use Intelligence™ to analyse your call records.

## Intelligence™

We provide online access to your latest landline and mobile call records, helping you manage usage and cost.

Using our advanced Intelligence™ tool you can get a high level overview of your company's entire spend. Or you can drill down to detailed analysis of each individual phone, including data on calls made, calls received, calls diverted. Use this information to manage your business and teams more effectively.

## Nationwide Support

We operate a nationwide network of engineering support, so if you need someone at your premises, we'll respond quickly.

Let us show you how we can help reduce your costs.  
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# Telephone Systems



## If it's telecoms, it's us.

We provide everything you need to do business over the phone. From choosing the right equipment, to installing it with minimum disruption and then providing ongoing support, we're with you every step of the way.

### System Design

If you know what you need or already have a system you want to update or add to, no problem. We'll offer you the right products and service at the right price and then get on with delivery. If, however, you're starting from scratch or moving to new or additional premises, we'll go back to basics to design the right telephone system for your business.

- How do you want your customers to contact you?
- How do you want your staff to handle calls?
- What about managing peaks in demand?
- What mobile and broadband services do you need?

Whether your needs are simple or complex, our priority remains the same - to make sure that telecoms technology helps you to do better business.

### Choosing the right equipment

We help you select the right equipment for your business needs.

**Handsets...** from digitally enhanced cordless handsets that let you walk and talk, to wi-fi equipment that saves you money and conference phones that save you time.

**Headsets...** wired and wireless headsets so your teams can talk and type at the same time. Ideal for call centre agents and receptionists or anyone who needs to multi-task.

We supply, install, maintain and support all these top brands:



# Telephone Systems

## Working Effectively

We offer a number of add-on services which help you direct and manage your callers more effectively.

**Auto Attendant...** allow callers to select the department they need to contact with a friendly and professional welcome message.

**Voicemail...** the simplest way to ensure you never miss a call. Personalise your message where appropriate.

**Call Recording...** we make it easy to record calls, retrieve them quickly and store against your customer database.

**Call Queuing...** reduce frustration by letting your callers know their place in the queue and their likely waiting time.

**Music on Hold...** a choice of music and voiceovers for use when callers are waiting.

**Conference Calling...** hold effective meetings over the phone with conferencing devices.

## Training

You don't need to be a technical whizz but a bit of time spent getting to grips with the features and benefits of your telephone system is usually a good investment.

Your session can include anything from a basic overview of everyday features through to comprehensive training on all aspects of your telephone system, including software.

We can arrange training events at any time – when your system is first introduced or when a new member of staff joins your team. All training is tailored and cost-effective.

## Cabling

Well structured cabling shouldn't be an after-thought. We provide CAT 5 & CAT 6 cabling which means your telephone system is properly organised and easier to manage and maintain.

## Help and Support

Our business is underpinned by first-class customer service. At the outset we'll ensure your telephone system is working the way you want it to. And in the unlikely event of a failure, we'll provide rapid response to faults and problems, ensuring minimum disruption to your business.

## Free health check

Prevention is better than cure which is why our maintenance packages all include a free health check for your entire telephone system.

## Cost effective fixes

Usually we can diagnose and fix problems remotely (and therefore keep the cost low).

## On-site engineers

If an engineer is needed on site we can quickly deploy a member of our nationwide support team.

## Online Support

- Receive online support from our customer service team through our website.
- Raise support requests through our easy-to-use Online Account Management tool.

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# Broadband Services



## Work Effectively Wherever You Are

With so many broadband suppliers and packages it can be difficult to be sure you're getting the best service at the best price. We make it easy. By analysing your current usage, we'll ensure you receive the office broadband service that's right for you and your location.

### BE Value

Ideal for micro/home business:

- Up to 12 meg download
- Up to 1.3 meg upload
- Unlimited usage

### BE Unlimited

Ideal for a small business:

- Up to 24 meg download
- Up to 1.3 meg upload
- Unlimited usage

### BE Pro

- Up to 24 meg download
- Up to 2.5 meg upload
- Unlimited usage
- 1 Static IP address (upgrade to 16)

### LLU Line & Broadband

Combined line rental and broadband.

- Up to 24Mbps available

### Griffin Office Lite

Ideal for remote businesses:

- Up to 8 meg download speed
- Up to 0.448 meg upload
- 2GB download limit

### EFM

For businesses using VOIP/SIP:

- Up to 20 meg download speed
- Up to 20 meg upload
- Unlimited usage

# Broadband Services

## Mobile Broadband

Mobile broadband uses the mobile phone network to connect to the internet, allowing you to work effectively while away from the office.

We'll provide a dongle which you plug into the USB port of your laptop and that's it, you're connected. It's easy to manage costs because you pay for the amount of data you download, rather than the time you use the broadband connection.

Unlike public wi-fi, our solutions offer high levels of security, so it's ideal if you need high speed, secure access internal databases and information systems. Also, coverage is available wherever there's a mobile phone connection. So you really can access the internet from almost anywhere, at any time with total peace of mind.

## International

We can offer cost-effective mobile broadband to use overseas. By understanding your needs we ensure you can work effectively while travelling and manage your costs.

## Easy transfer

It's easy to switch from an existing supplier. We manage all aspects of the installation, from the supply of pre-configured routers to after-sales support to ensure you're up and running with minimum disruption. You can trust us to get the job done properly, quickly.

## Account Management

Your dedicated Account Manager will work with you to ensure you get the best from communications technology.

They'll proactively review your account, analysing usage and spend to ensure you're on the right price plan. Of course, you can contact them at any time.

## Help and Support

Our business is underpinned by first-class customer service. We know you need a telecoms supplier you can trust, so we seek to get under the skin of your business to understand your needs and provide the right solutions at the right price.

## 24/7 Helpdesk

Our experienced and knowledgeable customer services team is available 24/7. Just call.

## Online Support

- Receive online support from our customer service team through our website.
- Raise support requests through our easy-to-use Online Account Management tool
- Use Webability to analyse your call records.

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# Ethernet in the First Mile



Ethernet in the First Mile (EFM) is a highly resilient bonded copper pair Ethernet Service and is the next generation in Ethernet offerings.

#### **Ethernet in the First Mile**

Ethernet in the First Mile (EFM) is a cost effective option for organisations that need a simple upgrade from their traditional ADSL/DSL internet but without the expense of a fibre-based Ethernet service.

#### **Fast upload, fast download**

Unlike traditional ADSL, which typically has fast download but slow upload speeds, EFM allows the same bandwidth to be delivered in both directions. This means your teams can work effectively wherever they are.

Actual speed will depend upon the location of your office from the exchange – we'll be able to give you more information once we've assessed your needs.

#### **Consistent performance**

In addition, EFM services can be delivered without contention. Broadband for small and medium-sized business usually shares bandwidth access with other businesses and contention means that performance can often be affected.

#### **Features**

- No contention and guaranteed 20 meg Bandwidth
- Huge cost savings compared to fibre option
- Future proofing - Easy transition to next generation network technology 20 meg upstream and downstream.
- Lines can be delivered much faster than new fibre installs
- No charges on bandwidth usage
- Extensive UK coverage
- Only pay for what you need. Upto 1Gbps available

Let us show you how we can help reduce your costs.  
Get in touch today on **0800 195 5115**

# Protect your business from just £1.84 per day

We understand that communications are critical to your business. Customers need to be able to contact you where and when they choose. They expect a near-immediate response.

**So what would happen if all your phone lines went down?**  
**How would you cope if your broadband wasn't available?**  
**Or what if you lost your mobile phone?**

## Protect your phone system From 10p per day per extension

Our Telephone System Insurance means that if there's a problem we'll get it fixed as quickly as possible, usually within a day, even for major faults.

If someone needs to be on site we'll call in a member of our nationwide engineering support team. Support is available 24/7/365.

## Protect your phone lines From 11p per line per day

If there's a fault with your phone line, we'll get it fixed within the next working day.

We'll diagnose and fix remotely to get you up and running as quickly as possible.

But if someone needs to be on site, we'll be there. Support is available 24/7/365.

## Protect your mobiles From 8p per mobile per day

If your mobile gets lost or stolen, we'll replace it within 48 hours. And we'll cover you for fraudulent calls.

So you don't have to worry about the inconvenience or hassle of being out of touch, nor the cost.

With smartphones costing up to £700 to replace, our insurance means you're covered. Support is available 24/7/365.

Let us show you how we can protect your telecoms for less.  
Get in touch today on **0800 195 5115**



**PaceTelecom**  
Complete Communications

# Your Telecom Health Check

## Account Details

Company Name

Contact Telephone

Company Address

Contact Mobile

Contact Name

Contact Email

## Fixed Line

Number of Lines

Monthly Call Costs

Type of Lines

Contract Expiry Date

## Broadband

Provider

Current Speed

Package

Cost Monthly

## Telephone System

Manufacturer

Maintenance Type

No. of Handsets

Age of System

## Business Mobiles

Network

Number of Mobiles

Monthly Minutes

Cost Monthly

Texts & Data

Contract Expiry Date