





Whatever your telecommunications needs, Relax Telecom are sure to have the solution. From single analogue business lines to complex multi-site solutions, our range of services are scalable, meaning you can easily change and add to them as your business grows.

As an independent Telecommunications Network, Relax Telecom specialise in supplying a wide range of inbound and outbound call solutions, specifically designed to improve the way the corporate business market handle their telephony infrastructure.

Working within the BT interconnect and WLR3 program, Relax Telecom have the capability and infrastructure to handle all the communications requirements of your business.

With over 35 years of experience supplying leading UK businesses, public sector bodies and high street brands with communications solutions, Relax Telecom have the expertise to meet the individual requirements of any business.

Every business is unique and we understand that when it comes to your telecommunications requirements, "one size doesn't fit all". Every successful business, however, will have a common requirement – resilient telecommunications and reliable connectivity.

When you choose Relax Telecom, you can be sure that we will be able to apply our extensive knowledge to provide a bespoke solution for your business that provides the resilience and connectivity you require whilst meeting the specific demands of

your business. We have experience within a vast array of business sectors, as demonstrated by our client list: - Manchester City F.C., Lancashire County Cricket Club, Cool Milk, NSPCC, Just Search, Reuters, British Gas and many more.

Our products and services include:

- Lines & Calls
- Non-Geographic Numbers
- Voice Solutions
- Voice Over IP (VoIP)
- Connectivity Packages
- Disaster Recovery

When choosing Relax Telecom you know your telephony is in safe hands.



Dave Pilkington From DAP Cars Ltd

“After moving to new premises Relax Telecom took over my all my phone lines which saved me quite a lot on my monthly bills. I would definitely recommend them.”

Products & Services tailored around your business’s needs

Relax Lines & Calls

From single analogue business lines to complex multi-site solutions, our range of products and services are scalable, meaning you can easily change and add to them as your business grows.

Relax Non-Geographic Numbers

Non-geographic numbers enhance your business presence regardless of location. The NTS numbers (0800, 0843, 0844, 0845, 0871, etc) can be directed to your geographic telephone number, mobile or an international number if required. The process is quick and seamless with absolutely no disruption to service.

Relax Telecom offer substantial discounts on non-geographic numbers. We ensure you benefit from extremely competitive call rates with no set up fees. Some numbers even generate incremental income for your business.

Relax Voice

Our voice packages offer high quality, customisable solutions tailored to meet your business communications needs. From single analogue business lines to complex multi site solutions, our range of products and services is scalable to grow with your business, ensuring you always have the package that’s right for you.

Our highly competitive calls packages can help you cut your costs significantly. You can choose from flat rate pay as you go tariff or inclusive bundled minutes with capped call charge options making it easy for you to control your costs.

All services are carried over reliable tier1 networks and maintained by BT Openreach engineers, ensuring you always receive the best possible quality of service. A wide selection of network and calling features are also available, with three optional levels of maintenance and support. Whether you need new lines or simply wish to transfer your existing service, switching to Relax Telecom is quick and easy with no disruption to your service.

Why Relax Voice?

Relax Telecom provides a full range of telecom services at extremely competitive tariffs. Whether you require basic phone lines or fully converged voice and data solutions, we have the knowledge and expertise to cater for all current and future requirements. In addition, unlike some other telecoms providers, we have real-time access to the network which means we can provision orders, test lines and identify any faults quickly ensuring you receive the best possible service.

Relax VoIP (Voice over IP)

VoIP (Voice over Internet Protocol) is simply the transmission of voice traffic over a dedicated high-speed broadband Internet connection.

Our VoIP business solution can revolutionise the way you communicate by providing greater flexibility, additional features and significantly cutting costs with free on-net calls between your company sites and reduced call charges for all other calls.

VoIP systems are incredibly easy to set up and maintain, without the complexity or cost and training that most standard phone equipment demands. You'll also enjoy a whole host of additional features that you may not have had access to before such as Call Recording, Instant Group Calling and HD Voice quality handsets.

Why Relax VoIP?

Relax Telecom are an IP Telecoms carrier as opposed to an IP reseller. We operate our VoIP solution from our own IP platform and data centres providing a comprehensive and unique combination of IP product features to thousands of business VoIP end users.

Relax Connectivity

In today's environment, it's essential to have the right Internet access and connectivity solutions for your business. Slow connections and lack of access aren't just an irritation; they can mean a lack of productivity, being out of contact with your customers and lost custom.

As a fundamental business service, your connection needs to be able to scale and grow in line with the demands your business place on it. The amount of data being transferred over the Internet exponentially grows with larger, more graphically rich files. Video conferencing and Voice over IP placing differing strains on your connectivity, yet the access solution you choose must still be cost effective for your business.

We offer a wide range of business class broadband and Internet access solutions from ready-made small business bundles to next generation Ethernet service. We recognise that there may be a number of access options that can suit your business requirements and so we take the time to understand your business and then offer solutions to meet your needs and budget, all fully scalable to cost efficiently grow with your business.

Relax Disaster Recovery

Should you lose communications for whatever reason, we will have a programmed service in place that will have your telecoms reinstated within 15 minutes. From the moment your connectivity is lost all your incoming calls will be diverted to a second termination location of your choice. This can be an automated response to a fault or you can re-direct your calls to an alternative location from any computer terminal.

Relax Voice To Email

When callers dial your 08 number, our network switching stations will assess the current state of your lines. Should your lines be busy, unanswered or NU (number unobtainable) the caller will be re-directed to your voice-mail to e-mail. The caller will be asked to leave a message in your personal or business voice-mail. Their voice message will then be sent to your e-mail address. You can then retrieve your messages from any computer anywhere in the world.

“Relax Telecom
had my Tipster
Line up and
running just how
I wanted it. It's a
great product
and I received
great service.”

- Daniel Slater From
mlminvest.co.uk

Relax Fax To Email

Your 08 fax number is held at our network server. Callers fax you in the normal way. The fax is intercepted by our servers and re-directed to your own e-mail address. This can be your personal, general or business e-mail.

Relax Auto Attendant

From adding just a friendly, professional welcome message to offering calling customers full menu options to be transferred to the relevant person/department automatically - for instance 'Press 1 for sales, press 2 for accounts, press 3 for customer services....'. Relax Auto Attendant services can make sure your calls are more efficiently dealt with and distributed, relieving the pressure for staff. The caller is immediately aware that they have contacted the correct business and will have confidence that their call is be answered by the correct department – they will be more inclined to continue to hold, therefore reducing missed calls and sales.

Relax 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. Relax call routing can enable multiple destinations to be called simultaneously or in a sequence, until the call is successfully answered.

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, then 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.

“Along with our new numbers, Relax Telecom had professional artists to record our telephone messages which we were really pleased with.”

- Chris Smith From Financial Claims Advice Ltd



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