

# **Phone System**

## **Client**

Burwash Parish Council

## **Date**

2<sup>nd</sup> September 2020

## **Phone System**

Further to our recent discussion, the new system will offer a whole range of features such as voicemail, call-forwarding, do not disturb, hunt groups, call queueing, headsets, conferencing, call history, call recording, speed dial, hold music, call analysis, cheaper tariffs and freedom of location. You can also add mobile phones to the system and give them a unique extension number which will also means you can also use it to make calls as if it was a normal desktop phone connected to your phone system.

The system can ring external calls on nominated handsets or the calls can go to an interactive menu where callers can choose a destination from multiple options, including a mobile phone.

Aside from the handsets, there are no capital costs for the system. The “control box” is all done on-line, which greatly reduces the cost of purchasing the system. Most of the features such as call analysis probably won't be of much interest to you, but it does hold a recording of each call for 30 days. The cost of the system is based on how many extensions you have. These are charged at £8.50 + VAT per month, so 2 extensions would be £17.00 per month plus VAT. The only other cost (apart from call charges) is the monthly rental charge for the phone number, which is £1.50 + VAT per month. Call charges will compare favourably with tariffs on mobile phones.

There is no limit to the number of concurrent calls you can make and receive.

## **Office Hours & Voicemail**

Once you have advised us of your preferred office hours, the system will switch on and off at these times. However, you can override this settings if you need to leave the office unattended and the voicemail will handle any incoming calls and send the recording to your email address. Alternatively, you could set your extension to forwarded calls to your mobile. For example, if you opt for a menu system to greet callers and if you are option 1, then you would either be there to answer it, have your extension set to voicemail or have calls forwarded to your mobile. You can change these options as required.

Outside of office hours, the calls can go straight to voicemail and the actual messages is then emailed to one of more email address as you prefer.

## **Handsets**

There are a variety of handsets to choose from, but this is the handset that I use and it should fulfil all your requirements:

1. **Grand stream GXP2135 handsets @ £79 + VAT**



These phones have hands-free dialling, call history, hold and transfer keys, address book, a colour interface showing the availability of other extension plus a host of other features.

Headsets are also available for these phones.

2. **Plantronics DECT Headset with Lifter - £135 + VAT**



**3. Cordless Handset and Base Station - £78 + VAT**

A cordless phone can also be twinned with an extension number...or have its own extension number.



The base station can handle up to six cordless handsets.

**4. Grandstream Smartphone Software - £FOC**

This is software that installs on your smartphone and twins with your desktop phone. Once the app is launched, it enables you to answer/make calls as if you were sitting at your desk...though it would be preferable to have good wi-fi or 3G/4G coverage.

### **Setup (based on two handsets)**

To setup the new phones, any menu systems and voicemail options etc should cost no more than **£75 + VAT**

BT will charge **£15 + VAT** to migrate the phone number.

### **Installation (based on 2 x handsets)**

The new handsets will connect via your existing network cabling.

To install the phones and test, plus configure Smartphones for connectivity -**£125 + VAT**.

Your telephony down-time should be no more than an hour.

### **Training**

Training should take no more than two hours - **£120 + VAT**

Please contact me to discuss any points in more detail.