



Making a difference

Business voice & data services

thePhoneCo-op
it's your call

The choice is clear

Choose a telecoms provider that shares and understands your values of integrity and social responsibility. It's your call.

The Phone Co-op was started over 10 years ago, and has been trading successfully and growing steadily ever since. That's because, as the only telecoms business which is 100% owned by its customers, we're committed to giving you the best possible service and to operating with the highest business ethics (and we've won plenty of awards to prove it).

- We only operate in partnership with the largest network operators in the UK
- We supply and support voice and data services to more than 2,500 business customers, including large and small private, not for profit and public sector organisations

Triodos  Bank

Good Energy 


Suma

The Midcounties **Co-operative**
midcounties.coop


UNISON
the public service union



A service designed by you

Whether you're working in a large organisation with multiple offices or running your business from home, we'll keep you connected.

Our approach is simple and personal. By fully understanding your communication challenges and business needs, we can recommend a tailored telecoms solution for you at a very competitive price.

Services include:

Calls

- Phone systems
- Line rental
- Outbound calls
- Inbound calls
- Conference calls
- VoIP

Mobile

- Competitive call costs and packages
- Broadband

Data

- Internet
- Leased lines
- Web hosting

Get a cost comparison today,
call us on 0845 458 9070



Calls

Stay connected

Cost-effective line rental

Transfer your existing services and numbers to The Phone Co-op and start saving money.

- Keep your existing telephone numbers
- Free transfer of an existing line
- Prices lower than most other providers

Low-cost outbound calls

Major savings on all types of business calls, including competitive international rates, over ISDN and analogue lines.



Advanced phone systems

We have extensive experience in the supply and installation of all sizes of phone system. All are scalable, so as you grow, they grow with you.

- For offices from six to 600 staff
- Competitively priced phone systems, with annual maintenance available

Inbound call management

Non-geographic telephone numbers such as 08 and 03 provide the ideal way to control and manage your inbound calls.

- Divert calls to any UK fixed landline numbers and locations
- Keep your number even if you relocate
- Promote a national presence

Conference calls

Reduce the time and expense involved in travelling to meetings by holding a conference call – simple to set up and you can call in from a landline or mobile.



VoIP

A lower cost alternative to digital phone systems. Voice over Internet Protocol (VoIP) hosted phone systems allow you to make voice calls over your broadband connection.

- No complicated equipment to find space for, or look after
- Save on line rental costs
- Transfer calls, set up hunt groups, play music on hold, voicemail and more
- Free calls between your offices, home workers, or even your international locations
- UK call rates when calling to and from overseas destinations

Mobile

Control your costs

Reduce your monthly mobile call costs with our inclusive bundles or select from a choice of tariffs to control your costs.

- Keep your existing mobile number when you move to us
- Our network covers 99% of the UK population
- Share your inclusive bundle of minutes and texts across several handsets
- Stay connected while you're on the move with mobile broadband

Data

High speed service

Internet

Our services offer fast speeds, reliable connection and cost savings.

- Our ADSL Premium Broadband service is perfect for businesses requiring prioritised and cost effective access to the internet
- If you need more bandwidth for VoIP or if you frequently transfer large amounts of data, then SDSL, with SLAs, is an alternative option

Leased lines

If your organisation needs greater flexibility, security and SLAs for its data connections, or if you have multiple sites, then private leased lines or ethernet circuits may be the right solution for you.

Web hosting and domains

Flexible, reliable web and email hosting supported by our technical team.

- UNIX and Windows hosting services
- PLESK control panel for easy management (UNIX)
- Technical support by phone or email
- Domain management – all the common extensions including .coop

For an informal discussion about your requirements call us on **0845 458 9070**



For the good of everyone

The Phone Co-op has a different way of doing business. Social and environmental responsibility underpins everything, from the way we treat our staff, to what we do with our profits.

Why work with a co-operative?

Because we're owned by our customers, we're not focused on putting money into the pockets of external shareholders. The money we make goes towards improving our service, rewarding members with dividend payments and helping worthwhile projects.

The Co-operative Movement started over 160 years ago and has grown into a worldwide business force to be reckoned with. Today there are thousands of co-operatives in Britain, using the same business model and, like us, operating successfully in a highly competitive marketplace.

Globally, over 800 million people are members of co-operatives operating in nearly every country.

Member dividend

Each year our member-elected board reviews our financial results and, if appropriate, recommends a dividend payment to members. A dividend has been paid in eight out of the last nine years.

Putting something back

We put our money where our mouth is. For example, we've invested £27,500 from our Co-operative & Social Economy Development Fund in projects which combine community ownership with renewable energy generation.

Start-Up & Expansion Fund

New or expanding social enterprises could be eligible for £250 in support from our Start-Up & Expansion Fund. The money can be used to pay for any telecoms products or services provided by us.



Join our growing list of happy customers



Midcounties Co-operative

We are the primary telecommunications supplier to The Midcounties Co-operative which has 8,000 staff working in food stores, travel agencies, childcare sites, pharmacies, funeral homes, motor showrooms, post offices, newsagents and offices – over 450 sites in total.

Our long-term relationship with one of the UK's largest co-operatives is based on us always being able to offer competitive rates together with a very high level of individual account management and support.

Council of the Isles of Scilly

“Call prices have been consistently competitive and our cost savings have also increased. Our relationship with the account management team means that we can share ideas for further developments and this collaboration has been a factor in ensuring that the system has scaled so well over time.”

Dan Marcus, Council of the Isles of Scilly.



Photo supplied courtesy of Y. Glavie

The Ethical Property Company

We have managed the main telecoms requirements for The Ethical Property Company's 15 multi-occupancy UK sites and the 1,500 occupants for many years. We also provide line rental, outbound calls and broadband for their latest project, Mundo-b, which offers both permanent and 'touchdown' space and resources for lobbying groups needing a presence in Brussels.

To find out how we can help your organisation, call us on 0845 458 9070

In a nutshell

Working with The Phone Co-op gives you many benefits.

1. We're different

We are a co-operative – owned by, and run on behalf of our customers, with no outside investors.

2. We give back

Profits are shared with members through a dividend. Not only that, we share revenue with our affinity partners, from their members telecoms spend.

We also provide support to new or expanding social enterprises from our Start-Up & Expansion Fund and contribute to other worthwhile projects.

3. We share your values

We show that it is possible to run a successful business while behaving ethically and with a sense of social responsibility.

4. Our services won't cost the earth

Over 80% of business travel is by public transport, we minimise car travel, provide staff with bicycles, offset carbon emissions, recycle, buy green electricity and have invested £27,500 in renewable energy.

5. We treat you well

Over 90% of business customers would recommend us, based on results from our recent survey.

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For an informal
discussion about your
requirements call us
on 0845 458 9070 or visit
www.thephone.coop

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