



## A Telephone solution for your church

Many churches have staff distributed in both a central church office and at different home offices around the town. This can make it tough to operate as a cohesive ministry team. For example, calls to the church office cannot be transferred to staff who are working from home; it is difficult to put someone on hold whilst making another call.

TxRx Communications have a lot of experience working in a church environment, and we know it can be helpful to provide a degree of separation between home and work. Using the staff member's home telephone as their normal work line can make it difficult to maintain the right balance between 'personal' calls and 'church business'.

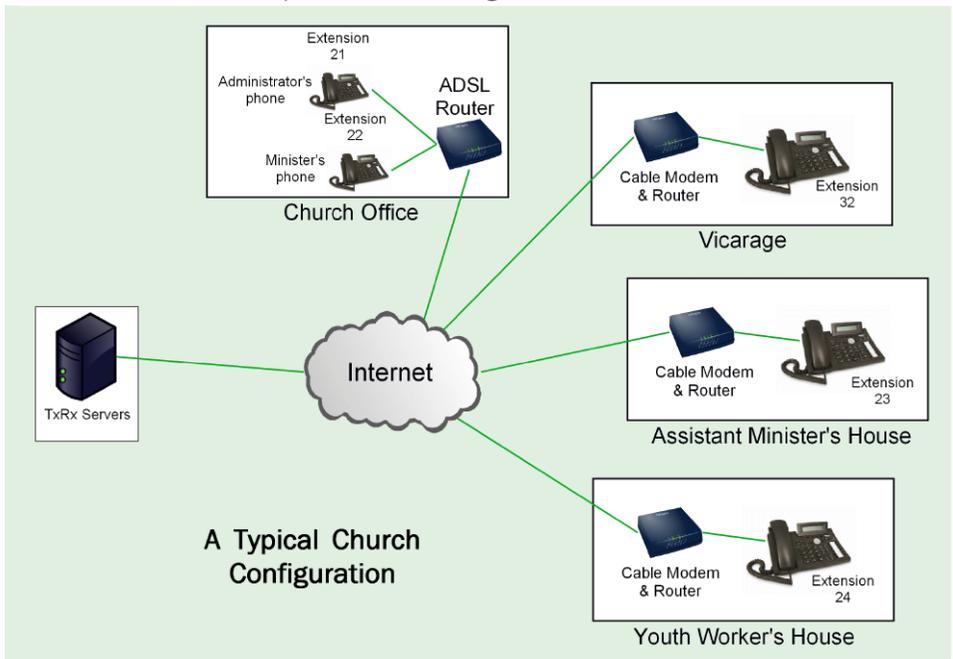
Using existing broadband technology, we can provide a feature-rich telephone service for your church which provides full "switchboard" facilities normally experienced by larger organisations.



## Example

In the hypothetical example below we have put together a fairly typical setup for a medium-sized church:

- ❑ The church office has a part-time administrator.
- ❑ The minister works at both the church office and from home in a somewhat random fashion.
- ❑ The youth worker and assistant minister work mainly from home.
- ❑ There is one main incoming number which is set up to ring the church administrator's phone and the youth worker's phone at the same time. If neither person answers, the call will go to the Church Office voice mailbox.
- ❑ Each worker has their own individual direct dial number and an individual voice mailbox. Calls to the minister's direct number will ring the phone at home and in the Church Office - he can answer whichever phone he is sitting beside!



With a telephone system from TxRx Communications, having your staff working in separate buildings is no longer a barrier to functioning as a unified team. Wherever you have a normal broadband connection, (ADSL or a cable modem) you simply plug the telephones into your router



at each location. Each telephone then connects over the Internet to our server where we handle all of your incoming and outgoing calls.

At the start of the process, we will work with you to establish a type of system that will meet your needs and fit with your budget. We realise that every church works in a slightly different fashion and has varying needs, and we will not attempt to sell you anything which we don't think is necessary. The system is fully expandable so you can start off simply and add features or extensions as your needs develop.

## Frequently asked questions

### How does the system work?

Each of the telephone extensions on your system plugs in to your existing broadband connection, and your calls are routed over the Internet via our servers. Our system uses a technique called VoIP ('Voice over Internet Protocol') similar to that used for services like Skype. Your telephone extensions do not have to be in the same building, the same town, or even the same country! All they need is an Internet connection. We then pass your calls to and from the public telephone network at very competitive outbound calling rates, starting from just 1p/min for daytime fixed landline calls and 10p/min for most UK mobiles (excl. VAT, billed by the second, min. charge 1p)

### What sort of features do you offer?

We offer the full spectrum of features that you would normally expect from a top end telephone system. The features are slightly dependent on which telephone handsets you choose, but include caller ID, group ring, call waiting, call diversion, 3-way calling, direct dial in, voicemail, call queues, menu options ("press one for service times, press two for directions, press three to speak to the office, etc), busy lamp indication, incoming fax services, phonebook look up based on caller ID, and many, many other features. Calls can of course be transferred between extensions and as you would expect, calls between extensions are free, whether they are in the same room or different parts of the world.

### Do I have to change my telephone number?

In most cases, we can bring your number(s) over to our service. However, there are some circumstances in which this is difficult or impossible but we can advise on a case-by-case basis. Otherwise, we can provide new numbers, (usually in your local geographic area code), either singly or as a block.



### **Do I have to keep my existing telephone line?**

If you have an ADSL service, you will have to maintain a telephone line anyway to get ADSL. If you have a cable modem service, you do not necessarily need to keep your telephone line, although we do recommend it. What we have found is that church workers use their existing analogue telephone line as their private, personal telephone line for friends and family, and they use the church phone system just for their business calls. This enables the staff to more easily manage their days off, and it makes accounting for business and personal calls easier as well.

### **So how much does all this cost?**

A simple configuration with one incoming number and up to 5 extensions starts at as little as £25 plus VAT per month. There will also be a one-off setup fee dependent upon the features and configuration required.

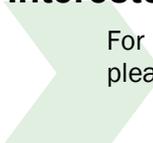
There are additional small monthly fees for each extra service or extension, e.g. direct dial-in numbers, voicemail boxes, call queues, menu options, and other features. Please ask for a detailed quotation.

In addition to the service charges above, you will need to purchase your telephone handsets. There is such a wide variety of telephones available that it is not practical to give a detailed cost here. Costs per handset vary from approximately £75 (for a basic no-frills handset) up to £250 (for a high-end feature phone) – please ask for recommendations.

### **What is the audio quality like?**

You are unlikely to notice the difference in audio quality from an ordinary telephone call unless your broadband line is heavily used for other things like file sharing, iPlayer etc.

## **Interested?**



For more information, a demonstration, or for an individual quotation please contact us.



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