

Voice & Data Guide

GROW YOUR BUSINESS

Solutions designed to enhance communications, improve customer service and create more sales opportunities

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Company Accreditations





FOUNDED IN 2002

Telecoms World is a UK based communications provider with a portfolio of voice and data services for business. These services include voice calls, call management, VoIP phone systems and internet connectivity, data networking, and mobile.

With over 20 years of experience in the hosted telecoms industry, Telecoms World has established itself as a prominent player in the voice and data market. We have forged direct relationships with leading networks and distributors, enabling us to offer a wide range of leading-edge products and services.

Our commitment to excellence has been recognised through numerous awards and an 'Excellent' review status from TrustPilot. Additionally, our sales and order provisioning team, based in the UK, ensures a seamless experience for our customers.

We take pride in our highly praised customer support team, delivering exceptional assistance and guidance.

Telecoms World

Reviews 1,900+ • Excellent



Choosing the right system for your staff and customers

BUSINESS PHONE SYSTEMS

Hosted PBX, VoIP, Cloud-based... the list goes on. But which type of phone system delivers the functionality and cost benefits to support your business now and in the future.



PHONELINE +

PhoneLine+ is a modern cloud-based phone service designed to give individuals and small businesses a professional, reliable way to manage calls without the need for traditional phone lines or complex hardware.



HORIZON PHONE SYSTEM

Gamma Horizon is a powerful cloud-based telephony solution designed to meet the communication needs of businesses of all sizes. It offers a comprehensive suite of features, including call queuing, advanced call reporting, auto-attendant, and seamless integration with CRM systems.



XELION PHONE SYSTEMS

The Xelion phone system offers a comprehensive communication solution that integrates voice, SMS, messaging, LiveChat, WhatsApp, and more into a single intuitive interface, streamlining how businesses interact with customers and team members.



WILDIX PHONE SYSTEM

The Wildix phone system is an advanced unified communications solution designed to integrate a variety of communication channels, such as voice, video, chat, and collaboration tools, into a single platform. This system is especially beneficial for businesses seeking to streamline communication processes.



IPECS PHONE SYSTEMS

The IPECS phone system is a modern and flexible communication solution designed to meet the needs of businesses of all sizes. It combines traditional telephony features with advanced technologies like VoIP, mobile integration, and unified messaging.



X-BEES PHONE SYSTEM

The X-Bees phone system represents a revolutionary leap in telecommunications technology, integrating cutting-edge quantum encryption with ultra-low latency transmission capabilities. X-Bees promises not only secure voice calls but also seamless data transfer across vast distances.

WE PROVIDE THE UK'S LEADING PHONE SYSTEMS



PhoneLine+



Create a professional image to win more business

BUSINESS NUMBERS

Choose from a wide range of memorable Local 01/02 and UK wide (08/03) numbers, plans to suit all size of businesses with instant activation

0800
0808

FREEPHONE 0800 NUMBERS

An 0800 number, also known as a freephone number, is a special type of telephone number that allows callers to make calls without incurring any charges. When you dial an 0800 number, the cost of the call is instead paid by the recipient of the call, typically the business that owns the number.

When a caller dials an 0800 number, they can make the call free of charge, regardless of their location within the country where the number is active. This makes 0800 numbers popular for customer service hotlines, helplines, sales inquiries, and other situations where the business wants to encourage customer communication.

0800 numbers are generally accessible from both landline and mobile phones within the country where the number is active. They can be dialed from any phone network, ensuring widespread availability and convenience for callers.

Overall, 0800 numbers provide a convenient and easily accessible point of contact for customers, clients, and the general public, allowing them to communicate without incurring call charges.



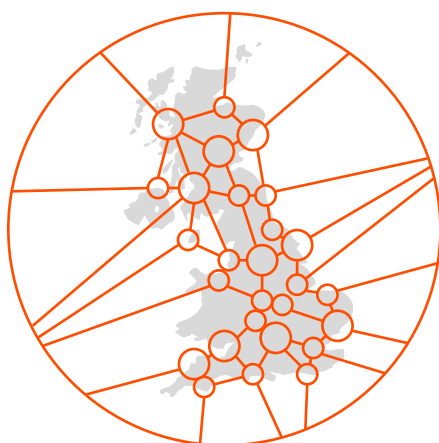
01/02

LOCAL VIRTUAL NUMBERS

A virtual local number is a telephone number that is not tied to a specific physical phone line or location. It is a virtual or cloud-based phone number that can be assigned to a device or service, allowing calls to be forwarded or routed to any phone number, landline, mobile phone, or phone system.

Virtual local numbers are typically associated with a specific geographic location, such as a city or region. Although it is not physically tied to a specific phone line in that area, it gives the appearance of a local presence, allowing businesses or individuals to establish a local identity even if they are located elsewhere in the country.

A virtual local number is a cloud-based phone number that can be forwarded or routed to any phone or device. It offers flexibility, scalability, and cost advantages, allowing businesses and individuals to establish a local presence and manage their calls efficiently, regardless of their physical location.





0333
0325
0324
0320
0371

UK-WIDE 03 NUMBERS

A UK wide 03 number is a type of non-geographic number that is not tied to a specific location within the UK. These numbers are designed to provide a consistent, affordable, and inclusive way for people to contact businesses, or services.

03 numbers are not tied to a specific location within the UK. They are not associated with any particular area code, allowing businesses to have a single contact number for customers across the country. This makes them particularly useful for businesses with a national presence or those that want to project a unified image.

03 numbers are often seen as more professional and trustworthy compared to mobile numbers. They provide a sense of business stability, signaling that the business is established and committed to customer communication. This can be advantageous for customer service helplines, sales hotlines, or any situation where companies want to project a reliable image.

0300

NOT-FOR-PROFIT 0300 NUMBERS

NOT-FOR-PROFIT 03 numbers are also available. The number range begins 0300, designated for use by registered charities.

Calls made to 03 numbers are charged at the same rate as calls to standard landline numbers (01 or 02 numbers). They are typically included in the free minutes of mobile and landline calling packages. This helps to make contacting charities more affordable for callers.

CHOOSE THE PERFECT NUMBER FOR YOUR BUSINESS

Choosing the perfect telephone number for your business can contribute to your branding, accessibility, and professionalism. We have 1000's of available numbers to choose from online.

Whatever your criteria, we have numbers with Local relevance, Memorable numbers, Freephone numbers, Rebate numbers and Premium rate numbers.

Remember, the perfect telephone number will depend on your business's specific needs and target audience. Take the time to evaluate your options and select a number that aligns with your company branding and communication goals.

Manage incoming business calls with ease

CALL MANAGEMENT SOLUTIONS

Control where and when business calls are answered with our award-winning call management solutions - support customer support and influence sales

[View the solutions online >](#)



“An incoming call is a customers first and most important first impression of your business. We ensure that your calls are handled with care.”

See our summary of call management solutions designed to help businesses with incoming business calls - if you receive a handful of calls a month or 1000's each day our solutions are attached to any phone number in the cloud to help grow your business



VIRTUAL RECEPTIONIST

“Thank you for calling COMPANY NAME” using the professional announcement to give callers the best impression of your business - 24/7 control of calls to give the best experience even when lines are busy or you are unable to answer the call.



CALL QUEUING

Call Queuing is a simple system that allows your business to accept more calls, even if you're not capable of answering them straight away. Deal efficiently with call peaks by placing callers into a queue and create a professional image with comfort messages and music on hold.



IVR SOLUTION

Interactive Voice Response (IVR), enables your customers to connect with the right person or department of your business by pressing the number buttons on their telephone keypad. Allowing you to route business calls based on what department option your customers choose.



TIME OF DAY ROUTING

Call Routing enables you to capture all of your business calls from anywhere, on any device, 24/7. Control where calls to your business phone number are diverted to, based on the time of day and to multiple mobiles, landline phones or VoIP phone system agents.



CALL RECORDING

Our secure business Call Recording services offer flexibility, reliability, and are extremely cost-effective. We offer reliable and innovative software and services which are designed to improve your business performance; record an unlimited amount of inbound and outbound calls with ease.



CALL ANALYTICS

Call Analytics is an online platform that gives you insight into your business calls from a single interface. Review the success of your campaigns and staff calls at a glance. If your business uses multiple numbers across various campaigns, you can monitor which campaigns are receiving the greatest response.

COMMUNICATION INTELLIGENCE

Giving your customers the flexibility to choose how they communicate with your business and the experience they receive when they interact with you provides a fantastic platform to enhance your brand and enhance customer experience

Take advantage of the latest multi-channel solutions, designed and delivered to support sales and support teams with clear communications using multiple media



BUSINESS WHATSAPP

Typically managed from a single mobile phone, our platforms allow for multiple agents/workers to respond to clients messages and transfer conversations between departments. Offer your clients a simple method of communication with enterprise functionality to respond and interact using WhatsApp.



SPEECH RECOGNITION

Using speech recognition technologies, a callers spoke word can be used to route messages to departments, answer the question without human intervention or display key customer information to handle the enquiry with understanding and care. We can turn spoken words into automation and process.



A.I AUTOMATION

Businesses often identify questions or processes that can be easily handled within seconds rather than minutes using automation. Artificial Intelligence uses machine learning to control these interactions and ensure that time, resource and money is saved. AI provides businesses with the intelligence to thrive and grow!



OMNI-CHANNEL

Provide your customers with a range of communication methods so they can choose how and when they would like to be managed. Calls, chat, messaging, emails, the choice is theirs, and engagement is handled by agents/workers from a single web-based interface, all delivered through a CRM or online view for complete control 24/7.



CRM INTEGRATION

Your customer base is the backbone of your sales and service support. A seamless integration between the CRM system and communication tools, provides all size of business with a gold standard when it comes to knowing who you are interacting with an instant view of their purchase or enquiry history.

“With the right tools, businesses can leverage the benefits that AI can offer.

Not to replace human talent but to create much more space for high-level tasks and business-critical functions.”

Gary Vaynerchuk . American entrepreneur

BUSINESS-ONLY BROADBAND

There are various types of business broadband available, including DSL, cable, fiber-optic, and leased lines, each offering different speeds, reliability, and scalability to cater to the unique connectivity needs of businesses.



FTTC BROADBAND

Provide your customers with a range of communication methods so they can choose how and when they would like to be managed. Calls, chat, messaging, emails, the choice is theirs, and engagement is handled by agents/workers from a single web-based interface, all delivered through a CRM or online view for complete control 24/7.



SoGEA BROADBAND

Provide your customers with a range of communication methods so they can choose how and when they would like to be managed. Calls, chat, messaging, emails, the choice is theirs, and engagement is handled by agents/workers from a single web-based interface, all delivered through a CRM or online view for complete control 24/7.



FTTP BROADBAND

Provide your customers with a range of communication methods so they can choose how and when they would like to be managed. Calls, chat, messaging, emails, the choice is theirs, and engagement is handled by agents/workers from a single web-based interface, all delivered through a CRM or online view for complete control 24/7.



LEASED LINES

Provide your customers with a range of communication methods so they can choose how and when they would like to be managed. Calls, chat, messaging, emails, the choice is theirs, and engagement is handled by agents/workers from a single web-based interface, all delivered through a CRM or online view for complete control 24/7.



4G/5G BROADBAND

Provide your customers with a range of communication methods so they can choose how and when they would like to be managed. Calls, chat, messaging, emails, the choice is theirs, and engagement is handled by agents/workers from a single web-based interface, all delivered through a CRM or online view for complete control 24/7.

UNRIVALLED
SPEEDS



UK WIDE
COVERAGE



24/7 CUSTOMER
SUPPORT & SLAs



SUPER COMPETITIVE
PRICING & TERMS

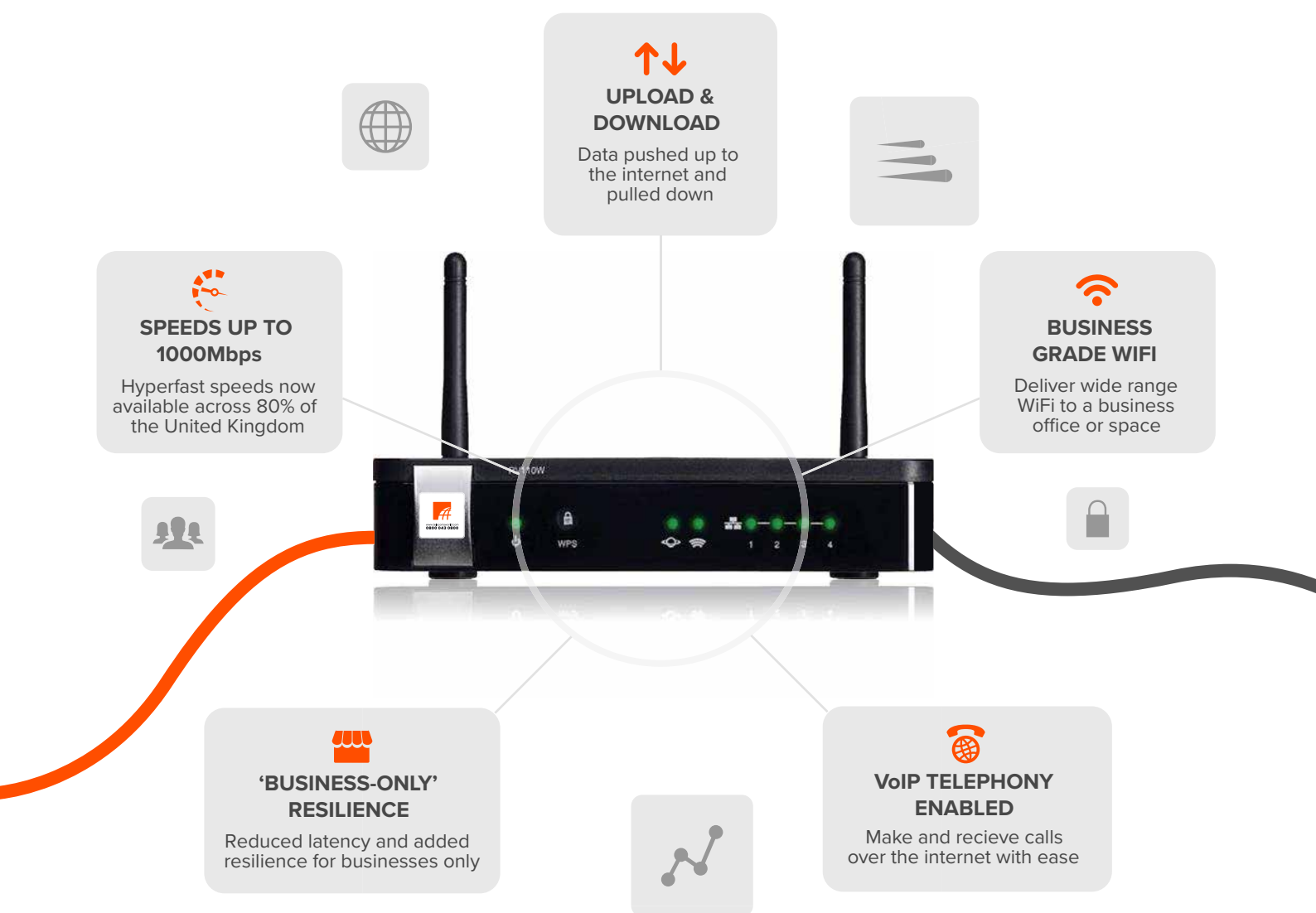


WHICH TYPE OF CONNECTIVITY IS BEST FOR MY BUSINESS?

When choosing the best connectivity for your business, consider your specific requirements, speed, service levels in event of an outage, budget, and the availability of different connectivity options at the exchange local to your business premise.

Our consultants are on-hand with to assess the local options and discuss your specific needs to determine the most suitable solution for your business.

[View the connectivity options >](#)



CONTACT OUR SPECIALISTS

If you require further assistance or have specific inquiries about our broadband solutions, we encourage you to reach out to our team of specialists. Our dedicated experts are well-versed in understanding the unique connectivity needs of businesses. Call today on freephone 0800 043 4384.

Choose from the UK's leading business mobile networks

BUSINESS MOBILE

EE, Vodafone, O2 and Three are four prominent mobile network operators in the United Kingdom. Each of these companies offers a range of mobile services and solutions for businesses.



EE MOBILE

EE is a mobile network operator and internet service provider in the UK. It provides 4G/5G mobile network coverage, along with a variety of mobile along with a variety of mobile plans, including voice, data, and bundled services. EE has a strong presence and offers reliable network coverage.



VODAFONE MOBILE

Vodafone is one of the largest mobile network operators globally. It offers mobile services in the UK, including voice, data, and mobile broadband. Vodafone provides 4G and 5G network coverage, along with a range of plans and services tailored for business of all sizes.



O2 MOBILE

O2 is a prominent mobile network operator in the UK, providing 4G and 5G network coverage. It offers a wide range of mobile services, including voice, data, messaging, and mobile broadband. O2 provides various plans and options suitable for individuals and businesses, with a focus on satisfaction.



THREE MOBILE

Three is a leading mobile network operator in the UK, offering extensive 4G and 5G coverage nationwide. It provides a wide range of mobile services, including voice, data, messaging, and mobile broadband. Three offers flexible plans and solutions designed specifically for businesses of all sizes.



WHICH MOBILE NETWORK AND PLAN IS BEST FOR MY BUSINESS?

Which network has the best coverage in my area?

Assess the network coverage of different mobile operators in the areas where your business operates or where your employees frequently travel. Look for a network with reliable coverage to ensure uninterrupted connectivity.

How much data do I need for each user?

Evaluate your business's data usage needs. Consider the amount of data your employees require for email, browsing, file sharing, and any data-intensive applications. Choose a plan that offers an adequate data allowance without incurring excess charges.

Which Voice and Text services are best for business users?

Determine the voice and text messaging needs of your business. Assess the number of minutes and text messages your employees typically use. Look for plans that offer sufficient voice and text allowances at reasonable rates.

Technical support, email, hosting security and data backup

IT SERVICES

Our in-house specialists provide a wide range of IT services to businesses of all size. We provide UK companies with hardware, software and support so that they can concentrate on running their business fuss-free.



IT SUPPORT

Typically managed from a single mobile phone, our platforms allow for multiple agents/workers to respond to clients messages and transfer conversations between departments. Offer your clients a simple method of communication with enterprise functionality to respond and interact using WhatsApp.

[View the IT support packages >](#)



CYBER SECURITY

Businesses often identify questions or processes that can be easily handled within seconds rather than minutes using automation. Artificial Intelligence uses machine learning to control these interactions and ensure that time, resource and money is saved. AI provides businesses with the intelligence to thrive and grow!

[View the security options >](#)



WIFI SOLUTIONS

Your customer base is the backbone of your sales and service support. A seamless integration between the CRM system and communication tools, provides all size of business with a gold standard when it comes to knowing who you are interacting with an instant view of their purchase or enquiry history.

[View the WiFi solutions >](#)



EMAIL & HOSTING

Using speech recognition technologies, a callers spoke word can be used to route messages to departments, answer the question without human intervention or display key customer information to handle the enquiry with understanding and care. We can turn spoken words into automation and process.

[View the email and hosting options >](#)



DATA BACKUP

Provide your customers with a range of communication methods so they can choose how and when they would like to be managed. Calls, chat, messaging, emails, the choice is theirs, and engagement is handled by agents/workers from a single web-based interface, all delivered through a CRM or online view for complete control 24/7.

[View the data backup solutions >](#)

Acronis

WEBROOT

UBIQUITI
NETWORKS

Google
Workspace

SafeWeb

Microsoft

aws

CISCO

namecheap

Lenovo

WE CAREFULLY SELECT SOLUTIONS FIT FOR BUSINESS

MARKETING SERVICES

Your business online presence is viewed as a digital shopfront, it has to be found, be professional and importantly give potential customers a perfect view of available products and services. Our team offer support to companies looking to grow and enhance their sales using web-based channels.



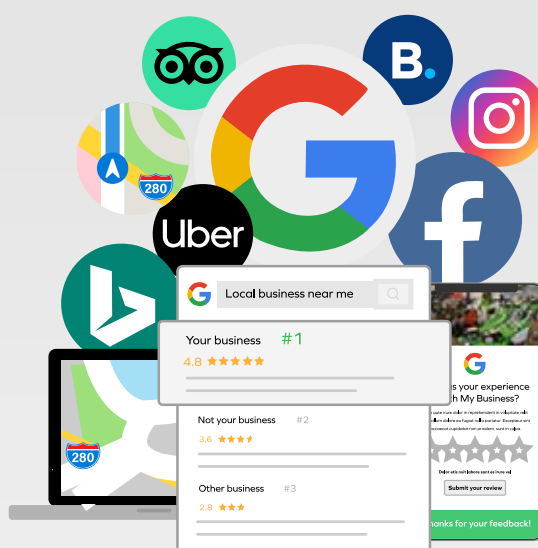
GET FOUND ONLINE > ONLY £24.99

Business Listings allows your business to update and publish your business information across 50+ platforms all in one go. Business Listings ensures your business is appearing everywhere, search engines, social media, review sites, apps, maps and more.

Listing your business on the leading search engines, social platforms and location maps ensures that your online presence is increased which improves your findability. People searching for a business or service using web devices commonly search locally, with business listings all of the main platforms will present your company as a verified option.

- ✓ *Improve your business 'findability' score by up to 30%*
- ✓ *+38% more calls, +23% search appearances and +18% website visits*
- ✓ *Get found in local searches to help with the growth of your business*
- ✓ *Listings on Google, Apple, Uber, Instagram, Yell, Bing and many more*
- ✓ *Over 50 listings at 30% of the cost to list with Yell directly*

[View Business Listings online >](#)



BUSINESS WEBSITES

We build brands through creative and commercial thinking! We are a team of passionate developers and marketers, providing fresh, creative digital services to businesses who want to grow online. Focusing on results, we use our technical skill and industry insight to help you meet your digital goals, whether that's lowering your bounce rate with interactive web design or bringing brand new traffic and income streams to your website.

- ✓ *Responsive Website Design - Perfect on any device & Browser*
- ✓ *Software & App Development - We build large and small scale apps*
- ✓ *SEO, Email & Social Marketing - Delivered across multiple channels*
- ✓ *Pay Per Click Management - Reliable and proven PPC Management*

[View our website packages >](#)



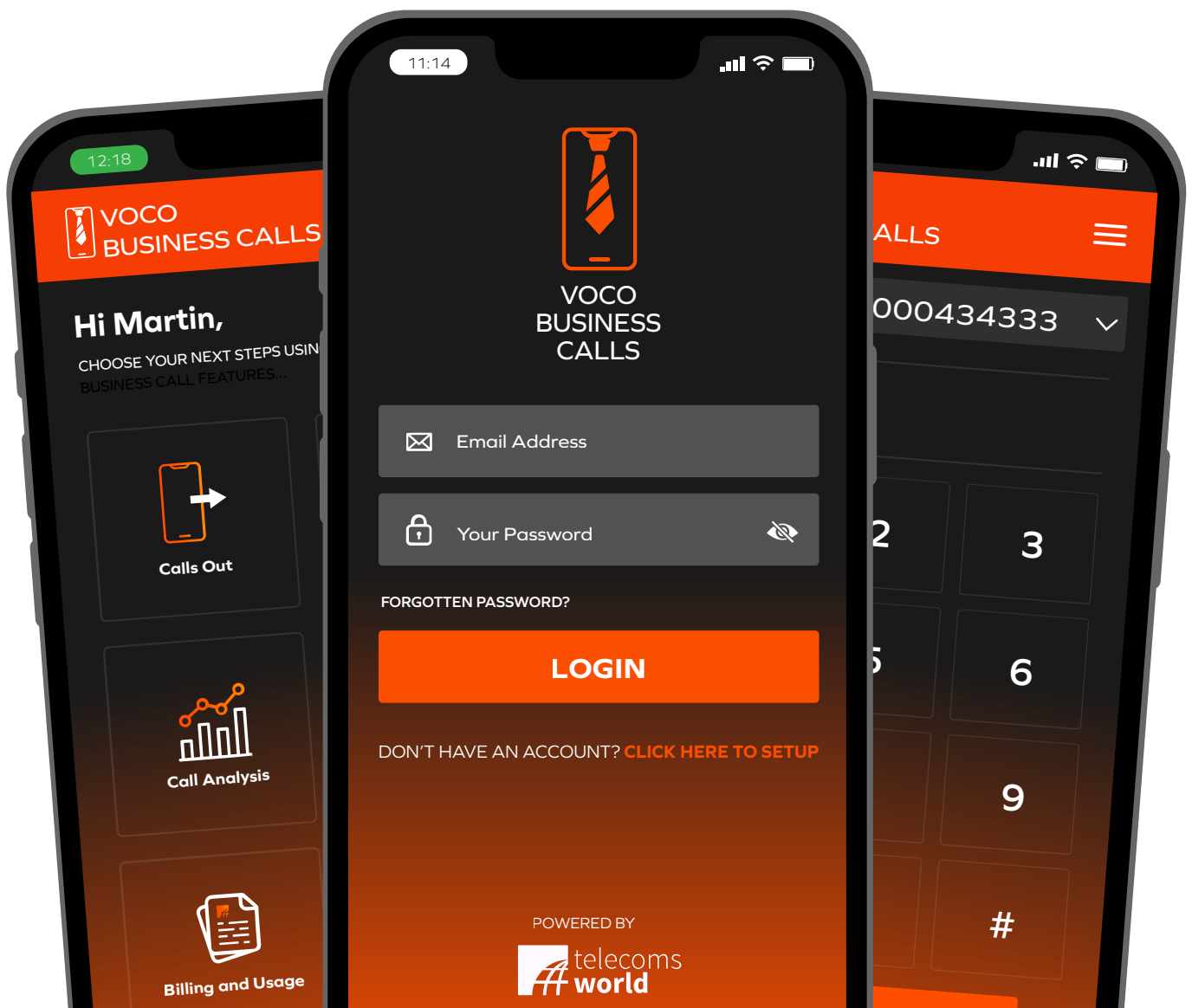
webflow



VOCO BUSINESS CALLS

Our latest mobile application is now available in the Apple Apps Store and Google Play for Android. Present your business number when dialling out from your mobile phone. More features coming soon including Number Management, Call Analytics and Call Recording.

DOWNLOAD THE APP



Free download. Service requires a minute package to make outbound calls.

COMMUNICATION INTELLIGENCE

When searching for a new phone system for your business, it's essential to ask relevant questions to ensure you choose the right solution for your needs. Here are some important questions to consider:

What are my specific communication requirements?

Assess your business needs and determine the essential features and capabilities you require from a phone system, such as call routing, voicemail, conferencing, mobile integration, and scalability.

Is the phone system cloud-based or on-premises?

Understand the deployment options available and consider factors like cost, maintenance, flexibility, and scalability. Cloud-based systems offer convenience and scalability, while on-premises solutions provide more control but require dedicated infrastructure.

Is the system scalable and flexible?

Consider your business's growth potential and whether the phone system can easily accommodate additional users, locations, or features as your needs evolve.

Is the system user-friendly?

Evaluate the system's interface, ease of use, and training requirements. A user-friendly system reduces the learning curve and ensures smooth adoption by your employees.

What integration options are available?

Determine if the phone system can integrate with other essential business tools such as customer relationship management (CRM) software, help desk solutions, or productivity applications. Evaluate the system's interface, ease of use, and training requirements.

"Choosing the right phone system is not just about making calls, but about connecting your business to success. It's about finding a communication solution that empowers your team, enhances customer interactions, and drives productivity."

The right phone system can be a game-changer, paving the way for growth and efficient operations."

ENHANCED FEATURES



TELECOMS WORLD
BUSINESS NUMBERS
CALL MANAGEMENT
PHONE SYSTEMS
BUSINESS BROADBAND
BUSINESS MOBILE
IT SERVICES
MARKETING SERVICES

Telecoms World

Unit 2/3 Kingfisher House
New Mill Road
Orpington
Kent BR5 3QG

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