

Centrex

We look after the phones
You look after your business



Here's the perfect way to get rid of the hassle of managing your phone system. Let Centrex do it instead.

Centrex is a fully-managed alternative to premises-based phone systems. The beauty of it is that all your switchboard activity goes through our exchange. This means you make and receive all your calls just as before, but don't have the headache of managing them.

It's simple. More cost-effective. And best of all, you can keep your existing equipment.

Hassle-free phones

If you're nervous about having someone else managing your phones, don't be.

We've been in this market for over 15 years, with a sales and support presence in over 40 locations. We can also give you the benefit of the UK's largest national Next Generation Network.

We'll take care of every aspect of the transfer, making sure that all your numbers move over without any disruption. It'll be business as usual, all the way through the process.

Simplify your bills

Centrex doesn't just take away the stress of maintaining your phones. It also ends the uncertainty of how much you pay for them.

Features like Call forward, Call divert, Three-way calling and many others are included in the line rental package. That way you know exactly how much you'll be paying for your line rental each month.

And as you add more staff, whether on a temporary or permanent basis, you can increase or reduce the number of lines accordingly.

If you operate out of several local premises you're even better off. All calls are handled by our exchange, so office-to-office calls are classed as internal.

Which means they cost you nothing in call charges.

Key facts

- No need to buy new equipment. We'll take care of the transfer for you.
- Cost-effective features are included in the line rental, so you always know what you're paying for.
- All calls go through our central exchange, so you don't have any maintenance costs.
- Our national Next Generation Network is managed 24 hours a day, 365 days a year at no additional cost to you.
- No network capacity issues to worry about. Lines can be made available (and removed) at no extra cost. Simply call your account manager to arrange this change.

Technical facts and features

Feature	Description
Ring back when free	Enables you to receive a call back when a dialled extension or external number that has been busy becomes available.
Call waiting	Allows you to know that another caller is trying to get through when you're already on the phone. You will hear a discreet but distinct 'beep'.
Call barring	This feature allows you to control unauthorised calls being made from your extension. We'll allocate a four-digit PIN number to allow you to control your Call barring levels.
Three-way calling	Enables you to talk with two people at the same time. They can be located within or outside your Centrex group.
Call divert	Allows you to divert incoming calls (internal and external).
Reminder call	This feature allows you to programme a call to your extension at a time of your choice. You can set up more than one Reminder call in the same 24 hours.
Business voicemail	Voicemail records and stores messages when you're on or away from your phone.



To find out more about hassle-free phones, call 0800 052 0845 or visit www.virginmediabusiness.co.uk