

Voice over Internet Protocol (VoIP)



The world of telecoms is central to every **Private Hire & Taxi** business but many businesses today are faced with the spiralling cost of phone bills. A way in which companies are looking to reduce their bills is by switching to a telephone service that enables you to make voice calls across any broadband connection. This is known as **Voice over Internet Protocol (VoIP)**.

VoIP enables businesses to make phone calls across computer networks rather than landlines, providing a low cost and efficient way to complement traditional telephone systems. **VoIP** can be used in local office networks or between sites, enabling you to integrate call handling with other parts of your business. Using broadband it can also deliver telephone services to remote and homeworkers. There is no noticeable difference to the caller when an ordinary line and a **VoIP** line are connected.

cheaper phone calls...

The most commonly known advantage of **VoIP** is **cheaper phone calls**, however moving to **VoIP** isn't just about saving money on calls. If you merge your phone and data networks, **VoIP** can help you work more efficiently and make your business's network work with much greater flexibility. Switching to **VoIP** can dramatically improve the way you work, boosting productivity and enhancing customer service.

LCC Communications, the **LPHCA's recommended telecoms supplier and supporting partner**, offers a range of **VoIP** solutions, which cater for all, from the single homeworker right up to the large multi-sited businesses. **These packages offer reduced call costs and free site to site calls, with the added benefit of a whole host of advanced calling features.**

LPHCA members can benefit from **LCC's tailored VoIP solutions** ideal for the **Private Hire** industry and **several members have made fantastic savings**. The flexibility offered by **LCC's VoIP** solutions can not only offer cost reductions on call rates, but massive savings due to the increased efficiency and productivity enabled by the range of advanced features provided **FREE of charge**. In addition to this **all of these features can be programmed and maintained on an easy to use website by the customer, allowing complete freedom to tailor the way your telephone system works for you on a day-to-day basis.**

Some available features include:

- Voicemail
- Voicemail to email or SMS
- Call Divert
- 1471 Feature
- 1471 Return Call
- Call Forwarding
- Follow me – forward calls in sequence or simultaneous
- Transfer Calls
- Call Waiting

To have these services at your business's disposal means you will never miss a customer's call again, this means increased business and more satisfied customers.

In the **Private Hire Industry** businesses tend to focus on a specific geographical area and having a memorable number in your locality is very important. However, calls often have to be diverted or forwarded to a mobile or a different phone to meet demand or to cover out of office times.

As part of **LCC's VoIP** packages **call divert** and **call forwarding** can be easily programmed, as and when required, **free of charge** through the web interface.

Equally if a business looks to expand to have a presence in different locations, they will need to have a local number for each area, that is perhaps answered from a central office. Through the use of **LCC's VoIP** services, **different geographical numbers can be issued** and all run through the same phone system, with a **massive reduction in cost compared to traditional telephony.**

LCC are already providing other **LPHCA members** with **VoIP** solutions, helping them overcome problems and increase productivity in their business. An example of this is an **LPHCA member** who had **moved premises** and was running a **BT out-of-area exchange line** to **keep their existing telephone number** that was so valuable to them and **known by all their customers.**

They received notification from **BT** that this line was to be cancelled and they would lose their number. This would have been highly disruptive and could have led to a lot of lost business so they approached **LCC** for a **solution** and through the use of **VoIP** they were not only able to keep their number but also reduce their costs significantly. **A bonus is they no longer have to pay the expensive out-of-area line charges they had done so previously.**

LCC Communications has made taking advantage of broadband to make and manage telephone calls simple, straightforward and cost effective. There is no need to spend anything on new PBXs and telephone handsets and you will keep your existing telephone number.

Call **LCC Communications** **FREE** on **0800 6522256** or email **enquiries@lcccommunications.com** to find out how **VoIP** can help your **Private Hire** or **Taxi** business.

In issue 30, which is downloadable from our website – **www.lphca.co.uk** our Platinum Member Q-Despatch explain how switching to **LCC Communications** has saved them thousands in line rentals, maintenance and call costs.