



# fax/SMS services

plum communications ltd

## fax/SMS services

- resilient communication
- full itemisation
- cost reduction

Plum telephone call service provides businesses with a cost effective and resilient means of communication. Available throughout the UK calls can be made via existing lines or internet connections and where required new lines can be installed. Billing of calls can be integrated to the same bill for lines and for multiple locations these can be consolidated in one single invoice whilst still providing an analysis of individual usage thus saving time for the purchase accounts department. Our current telephone services include: telephone preference service screening, call recording, Call analysis, flexible billing, 24 hour customer service, call divert option, direct dial option, directory listing.

**We have 4 new services: Fax to e-mail, e-mail to fax, SMS to e-mail, e-mail to SMS**

## plum benefits

- UK based
- knowledgeable and experienced staff
- responsive service
- independent advice
- vendor accreditation
- competitive prices
- flexible billing

## plum services

- broadband
- consultancy
- mobiles
- security
- telephone calls
- telephone lines
- telephone systems

### What our customers say?

*"The best thing about doing business with Plum Communications is the after sales relationship, if anything goes wrong we can put a face to the problem and get it sorted"*

### Fax to E-mail

Faxes can be sent and received as e-mail attachments from a fax machine directly to an e-mail address, rather than directly to paper. With fax to e-mail you will be assigned an telephone number that you can give out as your fax number. This service is environmentally friendly, as you do not need to print out any faxes, therefore saving on paper and ink cartridges. This service also allows documents to be easily forwarded. Additionally, this service allows you to have a fax number without actually having a fax machine.

### E-mail to Fax

E-mails can be sent to fax machines. The body of an e-mail is sent as a fax. You can also send attachments to fax: txt, pdf,doc, xls, html, and csv files. With e-mail to fax you send an e-mail, e.g. to xxxxxxxxxxx@fax.co.uk, where the fax number is the recipient 's fax number, and the url is your website address. This service is very useful when you need to send an e-mail to someone whose internet connection is down.

### SMS to E-Mail

An SMS can be sent, diverted or copied to an e-mail address for further reference. With SMS to e-mail you start the SMS with the recipient 's e-mail address and send the text to an assigned telephone number. This service is very useful when you need to send messages to people while on the move, or are unable to access your e-mail account.

### E-mail to SMS

An e-mail can be sent to a mobile phone as a SMS. With e-mail to SMS you create an e-mail, e.g. to xxxxxxxxxxx@mobile.co.uk where the telephone number is the recipient 's number and the url is your website address. This service would be particularly useful for updating customers on a fault or service, e.g. "Your car is ready", "Your internet connection should be back on now", when the recipient is unable to access e-mails.

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*effective communications for business*

**business goal: business improvement • connectivity • cost reduction • security**

**tel. 0161 622 3500 or e-mail info@plumcom.co.uk**



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## Typical Costs

### Fax to E-mail

0p per minute with an 0844 number  
**\*\*\*FREE\*\*\***

### SMS to E-mail

**£20** set-up fee  
**£10** per month  
**10p** per text

### E-mail to Fax

**16p** per minute

### PC to Text

(Web only) **£50** set-up  
**£10** per month  
**10p** per text

OR

(Web & e-mail) **£140** set-up  
**£20** per month  
**10p** per text

Prices shown as UK pence per minute for calls at all times and subject to VAT @ current rate 25/09/2008

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