

**Co-operative** flexible benefits

Delivered by The Midcounties Co-operative



# staying connected

great value phone and broadband

**Delivered in partnership with** The **co-operative**  
phone & broadband

A guide for employers



## Staying Connected

Keeping in touch with friends and family plays a large part in your employees' day to day lives. Increasingly people rely upon the internet and their telephone to stay connected to their loved ones. Choosing which telecoms provider to use can often take up time and effort to find the one that best suits your needs.

Co-operative Flexible Benefits are working with The Co-operative Phone and Broadband to offer your employees a market leading 'all in one' package for their home phone and broadband at a very competitive rate.

## Welcome to The Co-operative Phone and Broadband

The Co-operative Phone and Broadband is the UK's only customer-owned phone and broadband provider. Since 1998 we have been providing award-winning services, based on good value, excellent service and a socially responsible approach to business.

The Co-operative Phone and Broadband is different from other telecoms providers because it's owned by its members and run for their benefit. By changing to use The Co-operative Phone and Broadband there will be no interruption or change to your existing service – the only thing that will change is that you'll receive your phone bills from us.

“Many thanks for your understanding and the excellent customer service, beats BT hands down!”

“I can only say that The Co-operative Phone and Broadband customer services department is one of the best I've come across.”





## Switching is easy.

Join today and become part of a very different phone and broadband provider.

## Standard

# FROM £21.50

## PER MONTH

**Line rental, calls and broadband at a great price, with flexible extras.**

- ✓ Line rental
- ✓ Evening and weekend calls to 01, 02, 03, 0845 and 0870 numbers\*
- ✓ Low cost calls at other times, with a 12.5p connection charge
- ✓ 40GB of download and upload allowance
- ✓ Upgrade to unlimited broadband for £5
- ✓ Wireless router



## How to sign up

### STEP 1

If you are interested in promoting discounted telecoms to your employees contact your Regional Account Manager (RAM) to register your interest, or call **0800 458 7929**.



### STEP 2

Your RAM will contact you to agree the most effective way to promote this benefit to your employees.



### STEP 3

Your employees will then need to visit [www.thephone.coop/flexiblebenefits](http://www.thephone.coop/flexiblebenefits) or call **0845 458 9040** and quote 'Co-operative Flexible Benefits' to receive the special rate.

## Extras



### Anytime calls

Add daytime calls to your inclusive 01, 02, 03, 0845 and 0870 allowance.

**£3** per month



### International calls

Add calls to 26 international destinations to your inclusive allowance.

**£3** per month



### Mobile calls

Add 100 minutes of calls to UK mobiles to your inclusive allowance.

**£3** per month



### No connection charge

Call costs are calculated per second and rounded up or down to the nearest tenth of a penny, with no connection fee or minimum charge.

**£2.50** per month



### Unlimited broadband

Increase your monthly broadband allowance - from 40GB to all you could possibly need.

**£5** a month



### Router Reuse

We'll even take money off your bill, if you reuse your router, instead of taking the one we supply!

**£1** a month off

## Co-operative Flexible Benefits and The Co-operative Phone and Broadband

It is our vision to provide employers with a compelling and trusted range of products and services for employees that is truly 'good for everyone'.

"Our mission is for every employee at a client business to be able to take advantage of at least one of our benefits for themselves and/or their family." Co-operative Flexible Benefits is taking an innovative approach to the benefits market in delivering a unique solution and a true alternative to the traditional commercial package available from other providers. Our commitment is to deliver excellence in everything we do, from the Customer Service Advisors on our Helpdesk, to the support from your dedicated Regional Account Manager, or the production of bespoke marketing material to ensure maximum employee engagement.

All of our services and procedures are independently audited by KPMG to ensure HMRC and employment law compliance, so you can be reassured that the faith and confidence you put in one of the UK's most trusted brands is truly validated.

We believe in working together to achieve benefits for all to make our communities better places to live and work. The Co-operative Phone and Broadband is a market-leading telecoms provider, committed to delivering a simple and personal approach to your communication needs. 100% owned by its customers, The Co-operative Phone and Broadband is focussed on providing good value and excellent service, underpinned by its co-operative values. The Co-operative Phone and Broadband – it's your call.

### The Co-operative Phone and Broadband promises to...

- be committed to providing greener telecoms through a range of measures such as recycling, offsetting carbon emissions, buying green electricity, investing in wind power, and minimising car travel.
- operate a policy of transparent pricing with no hidden charges.
- aim to conduct all business dealings in a fair and just way, promoting people's well being .
- prioritise suppliers whose material, ethical and environmental practices are in harmony with our own ethical and co-operative values.
- be one of the UK's top investors in the community through our Co-operative and Social Economy Development



**For more information on offering this benefit to your employees contact your Regional Account Manager or call 0800 458 7929**

June 2013

This benefit is available to ALL employees whilst an Employer has an active Childcare Voucher account with Co-operative Flexible Benefits (CFB) or uses CFB to provide their Cycle to Work Scheme.



Awards accredited to The Midcounties Co-operative excluding ISO9001 which is awarded to Co-operative Flexible Benefits.