

# All Call service helps to bring Halton Hills closer together

By BEN DUMMETT  
the Herald

The father and daughter team of Alan and Carol Dean are bringing the people of Halton Hills and the surrounding area closer together.

The duo own and operate All Call Communications in Georgetown. The company offers its customers a range of communication services including a 365-days-a-year, 24-hour-a-day telephone answering and paging service. People can also rent or lease pagers, said Mr. Dean.

Since taking over the company seven years ago the two have expanded the company to a nine person operation which has grown in volume of business by 12 times, Mr. Deansaid.

Customers of All Call come from all walks of life ranging from doctors and lawyers to plumbers.

New customers include pregnant and working women, said Ms. Dean. Pregnant women rent pagers so they can page their husbands when the big moment arrives, said Ms. Dean. Working women are equipped with pagers especially when their children have a school holiday so that they can contact their mothers when necessary.

The company offers a range of pagers from the now common models of tone and voice to the latest alpha numeric model. The message comes across the screen on this pager. It's better than the voice model because it has a better distance range, explained Mr. Dean.

The vibrating aspect of the alpha numeric pager is another advantage. When the message is registered the pager will vibrate telling the owner there is a message. In this way whoever is with the owner isn't alerted to the message by a loud beeping sound.

The alpha numeric model can carry 40 messages with a 280 character capacity.

Using both the telephone answering service and pager allows the customer to answer a message literally minutes after receiving it. Once the message is received, Dean explained, any message All Call receives can simultaneously be relayed to the customer's pager.

Pagers are also useful for people with car telephones. Because peo-

ple don't necessarily like to give out their car phone number the customer can have the company relay the message to the person who can in turn screen the calls.

Mr. Dean recommends people rent or lease a pager instead of buying one because they can trade their model for a more advanced pager as it comes on the market.

Ms. Dean predicts expansion in the coming years but she stresses expansion will be controlled to maintain the company's personalized service approach. That's the main reason behind the company's current success said Ms. Dean.



The father and daughter team of Alan and Carol Dean are the two entrepreneurs behind the successful All Call Communications in Georgetown. In seven

years the two have expanded the company's volume of business 12 times. (Herald Photo)

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