[Your Company Letterhead]
[Date]
[Recipient Name]
[Recipient Title]
[Company/Organization Name]
[Recipient Address]
[City, State, Zip Code]
Dear [Recipient Name],
Subject: PBX Usage Guidelines
We are pleased to provide you with the usage guidelines for our Private Branch Exchange (PBX) system, effective immediately. Please familiarize yourself with the following protocols to ensure efficient communication within our organization.
1. **Accessing the PBX System:**
 - Instructions on how to log into the PBX system.
 - Information on setting up your extension.
2. **Making Calls:**
 - Guidelines for local, long-distance, and international calls.
 - Instructions for transferring calls and using conference features.
3. **Receiving Calls:**
 - Best practices for answering calls.
 - Protocol for handling voicemails.
4. **Emergency Procedures:**
 - Steps to follow in case of system failure or emergency calls.
 - Important contact numbers for IT support.
5. **Confidentiality and Security:**
 - Reminder to protect sensitive information during calls.
 - Guidelines for reporting any suspicious activities.
6. **Training and Support:**
 - Schedule for upcoming training sessions.
 - Resources for further assistance or questions about the PBX system.
We appreciate your cooperation in adhering to these guidelines. Should you have any questions or require additional assistance, please do not hesitate to contact our IT department at [Contact Information].
Thank you for your attention to these important matters.
Sincerely,
[Your Name]
[Your Title]
[Your Company Name]
[Your Contact Information]