



INBOUND NUMBERS

Inbound Numbers

Your business phone numbers are the key to opening doors with your customers. At Cyprium we understand how important it is for you, not only to have a memorable number, but also a set of robust and intelligent services supporting it to ensure you can deliver a high quality service to your customers.

All of our numbers are non-geographic, meaning that you can direct calls to a target number wherever you are in the UK, even to a mobile. You can retain the same number, with no need to change if you move premises saving valuable resource and the cost of changing stationery and advertising!

Important information regarding Ofcom 08 changes.

As of 1st July 2015 the retail cost to call service numbers (that's those starting 084, 087, 09 & 118) will be split into two parts:

- An access charge, which will be stipulated by the caller's phone company in their contract, and
- A service charge, which will be promoted by the organisation offering the service.

For a full overview of the initiative please visit <http://www.ukcalling.info/>

Your obligations

Please be aware of the obligations under the 'Non-provider Numbering Condition' to publish the new Service Charges in any advertising and promotion as required by Ofcom. Enforcement of the requirement for service providers to advertise Service Charges will be undertaken by the Advertising Standards Agency and for premium rates service, Phonepay Plus.

Wherever you advertise or promote one of these service numbers, you must ensure that the relevant service charge is displayed in a prominent position, and in close proximity to the telephone number, in all cases.

If you require further information, please contact customerservices@cyprium-uk.co.uk

Cyprium can provide you with a range of non-geographic number solutions to suit your communication needs:

•**0300** numbers give you a recognisable number and used by trustworthy businesses of all sizes. Calls to 03 numbers cost no more than a national rate call to a 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

•**0800** numbers give you a national presence and proven to increase response rates. Used for customer service and help lines they show your customers you want to talk to them & are willing to pay for the call. Calls are now free from mobiles making them even more user friendly.

•**01/02** Local Presence Numbers offer the same call routing and reporting tools as other NGNs but in your local area code to give you a local business presence. You can receive the call anywhere in the world.

•**084xx** numbers offer fixed rate calls for your customers & you are not charged to receive the call. A revenue payment is available depending on call volumes. Perfect for SME's & cheap to run.

•**0871** numbers offer your business another source of revenue whilst providing call routing and reporting tools to benefit your business. Perfect for information lines & technical support.

•**Call Management** Sophisticated incoming call management solution for individuals, start-ups and small to medium size businesses. Please go to our Hosted IVR page for more information.

Tariffs & Costs:

<i>Prices correct from 1st July 2015</i>							
Number Cost Descriptions	Freephone Number	03 Number	01/02 Geo Number	0845 (2p)	0870 (5p)	0844 (7ppm)	0871 (13ppm)
Standard Number Setup	Free	Free	Free	Free	Free	Free	Free
Memorable Number	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request
Rental	Free	Free	Free	Free	Free	Free	Free
UK Landline	3.0ppm*	1.5ppm*	1.5ppm*	Included for Free	Included for Free	Included for Free	Included for Free
Routing to UK Mobile (02, T-Mobile, Vodafone, Orange)	7ppm*	7ppm*	7ppm*	2.5ppm*	2ppm*	1ppm*	0ppm
Route to International Numbers	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request
Revenue Share	-	-	-	-	1ppm**	2ppm**	3.5ppm**
Single User Portal Access LITE, Number Management and Reporting	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request	Price on Request
Low cost to call from landline	✓	✓	✓				
Low cost to call from mobile	✓	✓	✓				
Free to call from landline	✓						
Free to call from mobile	✓						
<i>*Call Management Plans incur 0.3ppm</i>							
<i>** Once 1000 minutes per month has been achieved</i>							
<i>Minimum call spend £5 per month.</i>							
<i>Bundled free minutes available with Call Plans</i>							
<i>Bespoke tariffs are available for companies with high traffic volumes</i>							

<i>Prices correct from 1st July 2015</i>							
Plan Description	Freephone Number	03 Number	01/02 Geo Num	0870 Number	0845 Number	0844 (7ppm)	0871 (10ppm)
One to One Routing	free	free	free	free	free	free	free
One to One Routing Plus	£5.00	£5.00	£5.00	£5.00	£5.00	£5.00	£5.00
Fax2email	£5.00	£5.00	£5.00	£5.00	£5.00	£5.00	£5.00
Time of Day Routing	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00
Time of Day Routing Intro Audio	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00
Time of Day Routing CHG	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00
Call Hunt Group	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00
Ratio Distribution	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00
Multi Time Of Day Call Hunt Group	£12.00	£12.00	£12.00	£12.00	£12.00	£12.00	£12.00
Multi Outdial (Up to 7 targets)	£12.00	£12.00	£12.00	£12.00	£12.00	£12.00	£12.00
2 Option IVR Queue Group	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00
Queue One to One	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00
Queue One to Group	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00
Multi Level IVR with TOD & VM	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00
Advanced IVR	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00
Audio Conferencing	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00
Call Record	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00	£15.00
Advanced Feature Configuration	£35.00	£35.00	£35.00	£35.00	£35.00	£35.00	£35.00
Destination Change requests	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00	£10.00
Additional Portal Users	£5.00	£5.00	£5.00	£5.00	£5.00	£5.00	£5.00
<i>Many of the plans have additional features such as voicemail, voicemail telephone retrieval, play announcement only, custom audio.</i>							
<i>For more information please contact us.</i>							

Advantages:

- Promote a professional company image
- Build national recognition amongst your customer base
- Have a transferable number that can be moved to any other destination request
- Benefit from sophisticated call management
- Online portal for reporting & call statistics

Switching Providers:

Cyprium can transfer your existing 03, 01/02 or 08xx number to a new carrier, keeping the same number with a better service. If you want a telecommunications provider that understands the needs of your business and will save you money, transfer to Cyprium with confidence. Speak to one of our advisers who can help identify the solution that's perfect for your business requirements today and into the future.