

Tel : +44 8081 48 48 48  
Email : sales@plustelecom.com  
Web : www.plustelecom.com



## NUMBER RANGES

What kind of number would you like? We have them all. And they are all available with the click of a button through the Reach Platform. Plus Telecom are licensed by OFCOM as a network operator.

We provide the full range of phone numbers from freephone to premium rate. Our most popular tariffs are listed to the left but there are many more. Whatever you need a number for, we'll have one for you.

### Number Routing

A call to any number can be routed through to:

- ▶ Your existing line
- ▶ Any other number (BT UK)
- ▶ Your IVR
- ▶ Our IVR
- ▶ Voicemail
- ▶ Pre-recorded information

The Plus Telecom team can do this for you or you can do it yourself instantly, online using the Reach platform.

### Reporting and statistics

Call statistics and information are up-to-the second and include:

- ▶ Number of caller
- ▶ Geographical location (for landlines)
- ▶ Time of call
- ▶ Duration of call
- ▶ Mobile network (for mobiles)

You can track calls to all your numbers in real time and monitor the costs or revenue from all your numbers as they happen. You'll be in complete control.



## 0800/0808 - Freephone

All UK landline calls to freephone numbers are just that – free to the caller. Any business with a freephone number clearly values its clients. And any business without a freephone number is clearly at a disadvantage. You need to send the right message to your clients from first contact and a freephone number is the perfect way to do it.

### Benefits and features:

- ▶ Free to the caller
- ▶ Powerful and cost effective marketing tool
- ▶ Average of 40% more first-time callers
- ▶ Widely known and understood

Visit Reach to see how easy it is to set up your freephone number.



## Number type: 0870 - National Rate

National rate calls are where revenue generation begins for your business. Calls to 0870 numbers are charged at the national rate, wherever the call is made from. That means there is revenue to spare and our outpayment rates are sharply competitive.

0870 numbers are a widely-known and recognised type of number and they are closely associated with businesses that enjoy national coverage. You can give your business a national identity in an instant by using an 0870 number.

### Benefits and features:

- ▶ All callers charged at national rate
- ▶ Generate revenue for you
- ▶ Most widely-understood number range
- ▶ Gives your business a national identity

Visit Reach to see how easy it is to set up your freephone number.



## 084 - Local Rate

Local rate calls ensure that, wherever in the UK your client is calling from, they will pay the same price per minute for their call. And it's a low rate, typically 4p per minute. Your clients will feel valued and relaxed no matter how long their call takes. In addition, using an 0845 number positions your company nationally, without tying you to one geographical location.

### Benefits and features:

- ▶ Typically only 4p per minute to the caller
- ▶ All callers pay the same price
- ▶ Positions your company nationally
- ▶ Great for national advertising campaigns

Visit Reach today to see how easy it is to set up your local rate number



## 0871 - 10ppm

Calls to 0871 numbers are charged at a flat rate of 10p per minute. That's low enough for customers to accept and high enough for you to generate good revenue.

0871 numbers are perfect for information or customer service lines or any operator line where you would like to offset cost. Although 0871 numbers generate good revenue they are not premium rate, are not regulated like premium rate and don't carry the stigma of premium rate. They are an efficient and effective way of generating revenue from your calls.

### Benefits and features:

- ▶ Call charges of 10ppm
- ▶ Perfect for offsetting operator costs
- ▶ Excellent at generating revenue
- ▶ Entirely separate from premium rate

Visit Reach today to see how easy it is to set up your 0871 number



## 090/091 - Premium Rate

Calls to 090 numbers are charged at a much higher rate than normal. That means your clients can pay for information or services they access via a premium rate number easily and efficiently

The range of services offered on premium rate is enormous – anything from technical support to tarot readings, competition entries to entertainment services. Call charges of anything up to £1.50 a minute mean that popular services will be impressively lucrative.

### Benefits and features:

- ▶ Higher call charges up to £1.50 a minute
- ▶ Generate great revenue
- ▶ Allow users to pay for content
- ▶ Cover all administrative costs

Premium rate numbers are regulated by ICSTIS. All services must be ICSTIS-compliant. For full information visit [www.icstis.org](http://www.icstis.org) or contact the Plus Telecom team.

Visit Reach today to see how easy it is to set up your premium rate number



## 01/02 Geographical

You can choose any area code you like in the geographical number range. Geographical numbers allow you to virtually locate your office anywhere in the UK. They are particularly handy for national advertising campaigns, to localise each ad for the local audience. If your company is based in one place and operates somewhere else or you work in a virtual space, a geographical number could be right for you.

### Benefits and features:

- ▶ 'Locate' your company anywhere in the country
- ▶ Project a local image
- ▶ Root your virtual office

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## IVR SOLUTIONS

Once you've chosen your number we'll help you use it. Whether you want a simple voicemail system or a complex interactive voice response the Plus Telecom team will build it

### Controlling your calls

Whatever you need your number to do, we can help. We can map any number to any existing line or we can route it to a simple voicemail system. We have our own IVR so we can handle large volumes of calls. We can also build any call response system in-house - everything from a simple recorded information line to a mix of information, data collection, live operators and unique ID log in. It might sound complicated but we make it easy.

### Interactive voice response

If the call is routed to voicemail or to recorded information, it will terminate on our IVR server. Voicemail options can be chosen instantly. You can have the messages forwarded to any phone number or emailed as a sound file to any email address. We have a wide range of template IVR solutions available through the Reach platform. Or the Plus Telecom team can build a bespoke system within 24 hours.

### What is IVR?

Interactive voice response is a system designed to deal with phone calls more efficiently. Everyone has used one: 'Press one to listen to, press 2 to speak to, press 3, press 4.' An IVR system can cut down the length of calls, route callers more efficiently and free up your time away from customer service.

### Template IVR solutions

Template IVR solutions are available through the Reach platform. Simply choose the structure that most suits your needs then use Reach to drop the required recordings in - it's as easy as saving a file.

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**PLUS**  
**TELECOM**



## READY MADE SERVICES

If you want to run a simple and effective service, use one of ours. We have a great range of products that are ready to go.

### An off-the-shelf solution is so simple

We can provide:

- ▶ Help lines
- ▶ Chat Lines
- ▶ Entertainment Services
- ▶ Voicemail Services
- ▶ Call Centre Solutions
- ▶ And many more

No other telecoms company can offer the same range of readymade services. We have a dedicated creative team working exclusively on new products and services. Some services you might already have, some you will want, and some you'll never knew you wanted until you see them.

Contact us today to set an account up