

## 0845 Phone Numbers FAQs

Contributed by  
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Q. What is an 0845 phone number?

A. An 0845 phone number allows callers to call you from anywhere in the UK and pay only a local call charge.

Q. How does it work, having my own 0845 number?

A. You choose how many 0845 phone numbers you need. For example, you could have one phone number for your main line. Then you could choose more 0845 phone numbers, so you can tell where your advertising responses are coming from. Have one number in Yellow Pages maybe one in Thompson's Local Directory and another one for your ads in the local newspaper. The last step is to tell us the existing telephone line number(s) to which you want us to direct your new 0845 number(s) to.

Q. How much does it cost me for an 0845 number?

A. You pay a yearly payment of £99

Q. How much will it cost me if someone rings my 0845 number?

A. Nothing at all.

Q. How much does it cost the caller to ring my 0845 number from a UK landline (BT Network) ?

A. Your caller pays upto 5p per minute from wherever they are calling in the UK (subject to time of day, and calling package)

Q. What if I move offices or home in the future?

A. If you move location we simply re-direct your 0845 number/s to your new address, anywhere in the UK.

Q. How much does it cost to divert our number to our new home / office if we move?

A. It's free unless you change your termination number within the first 30 days, then there will be a change charge of £29.38.

Q. What if I have more than one office?

A. We can supply you with sequential 0845 numbers if you have a number of business lines and faxes. You may also wish to have different 0845 numbers for each office in your company. An added advantage is, that you can communicate between offices and pay only local call rates (if this is the case please contact us for a bulk deal.)

Q. Does my customer have to pay more when they call me?

A. No. In most cases they will pay less, as they are only charged at local call rates, no matter where they are calling from in the UK.

Q. Does this affect my current telephone number?

A. No, your calls are received as normal, the only difference being, the caller dials your 0845 number which is routed to your existing telephone line number.

Q. I already have an 0845 service, can I switch the service to you and keep our existing 0845 number?

A. Yes. We can "port" your number from British Telecom, Energis and Cable and Wireless. This will allow you to retain your existing 0845 number, and the service will work in exactly the same way. You may also save money, of course!

Q. Can I divert an 0845 number to another an international number or a mobile number?

A. Not at this moment in time.

Q. Can 0845 Numbers be accessed internationally?

A. Yes, by dropping the 0 i.e. +44 (0) 845 123 4567. However, as we have no control over international telecoms carriers, we recommend including your standard telephone number in any international marketing campaigns. When calls are accessed from abroad they are charged to the customer at the international telecoms carrier's international rate.

Q. Will my customers know that calls to our 0845 number are only charged at local rate?

A. It is widely known that calls to 0845 numbers are charged at local rate. In many cases, companies using 0845 numbers have the words "calls charged at local rate" or "local rate phone number" next to or underneath the number.

Q. Do I need new telephone equipment installing?

A. No, not for 0845 numbers.

Q. Do you "compress" the phone calls? - will we lose any call quality?

A. Not at All. Many companies are believed to do this - we don't.

Q. Can I have a system where I can divert my 0845 number to my mobile if my fixed line is busy?

A. We do not offer this service at the moment.

Q. Will I receive sales calls if I order an 0845?

A. No, None at all.

Q. Is there a minimum number of calls required each month to keep the number?

A. Not at All. This number is yours.

Q. Can I use the service with my ISDN hunt group?

A. Yes. Just let us know the number of your business so the 0845 can be terminated at that number. Calls will work exactly the same way.

Q. Can you supply more memorable numbers for 0845?

A. Yes we can, though this will incur a one off charge for this ranging from £50 to £2500. Normally our allocation of 0845 numbers have the middle three numbers as 226 or 644. However, email us with your request and we will see what could be arranged.

Q. Will the 0845 number call have a different ring tone on my phone?

A. No. All we do is redirect (route) the incoming call to your existing number. How the number rings depends totally on what you have arranged with BT. If you require a different ring tone for your 0845 number (i.e. you work from home and need to separate the calls from you personal calls and want to distinguish which call is which) you can arrange with BT to have another number associated to your existing number and it will have a different ring tone.

Q. What happens if I wish to stop using the 0845?

A. If you stop using your 0845 phone number within the first 30 days then there is a small cancellation charge of £29.38. There is no charge after the 30 days to cancel your 0845 number. Just give us a call or email us informing you no longer wish to use the number and we will disconnect it for you.

Q. Can I change my queue setup (music / redirect numbers etc) at a later date?

A. Yes you can login via the main page on our site and submit another Queue Setup form. Your new Queue settings will be active within 24 hours.