



# plum announcement

plum

Ofcom 0870 Legislation - July 2009

plum communications ltd

## Announcement

Following a review by Ofcom the charging method for 0870 numbers will change from 1st August 2009. From that date there will be a charge made on the person calling an 0870 number (Origination) and another charge raised on the person receiving the call (Termination).

**Origination** - The cost of calling 0870 numbers is likely to fall although this is not compulsorily on providers and at the time of writing very few carriers have published their rates. From 1st August 2009 Plum will charge 2p per minute for calls made to 0870 numbers from fixed landlines.

**Termination** - From 1st August 2009 Plum customers will be charged 2p per minute for incoming calls on their 0870 numbers.

**NOTE** - Plum will no longer refer to 0870 calls as National Rate and will not include 0870 calls in any bundled minutes or packages billed by Plum.

## What options are available?

### There are 4 options available:

1. Leave the 0870 number live and accept the new charges. The service will continue as normal and routing will not be affected. (This is the default option which will be taken if no other option is specified).
2. Cease the 0870 number. There will be no charge for ceasing an 0870 number. Callers will receive unobtainable tone or network message advising that the number is not in service. The number would be available for another subscriber to use if the number were ceased.
3. Play answer message on the 0870 number and advise caller of an alternative number to call. No charge for set up, calls would be charged at 2p per minute.
4. Play an introductory message at the start of each call advising that the number will change and then connect the call as per existing routing. No charge for set up, calls would be charged at 2p per minute.

In conjunction with any of the above it is possible to migrate to a new number prefix e.g 03, 0800, 0844 or 0871 or local prefix. No cost for set up. New number prefixes can be run in parallel to ensure business continuity.

### Default Option:

In the absence of any instructions from you the number holder we will apply option 1 - Leave the 0870 number live and accept the new charges. The service will continue as normal and routing will not be affected. Charges will be applied to the customer's invoice.

Where the customer does not have an active account or an account is unpaid and we cannot establish contact with the account holder we will cease the 0870 number. Callers will receive unobtainable tone or network message advising that the number is not in service. The number would be available for another subscriber to use if the number were ceased.

The Plum Inbound Portal allows numbers to be managed and call routing changed. The Plum Inbound Portal costs £10 per month irrespective of the number of lines controlled by the portal. More information is available below or by calling Plum on 0161 622 2500 or sending an email to [info@plumcom.co.uk](mailto:info@plumcom.co.uk).

**Do not hesitate to contact us if you have any queries regarding this new legislation OR would like to discuss the available options for your current 0870 number.**



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## Alternative numbers

Number prefix (band)	Originator/Caller Pays (pence per minute)	Terminator/Receiver Pays (pence per minute)
0800	Free	3p
03 (g21)	5p	2p
0845	5p	0p
0844 (g8)	1p	3p
0844 (g9)	2p	2p
0844 (g10)	3p	1p
0844 (g11)	4p	0p
0844 (g6)	5p	-1p (Rebate)
0871 (g12)	6p	-1p (Rebate)
0871 (g13)	7p	-2p (Rebate)
0871 (g14)	8p	-3p (Rebate)
0871 (g15)	9p	-4p (Rebate)
0871 (g7)	10p	-5p (Rebate)

All prices are subject to VAT @ current rate 08/07/2009

Origination charges are shown as pence per minute for Plum Customers from fixed landlines – charges for users of other service providers may vary.

Termination charges are for initial termination of call or termination to landline number, voicemail or fax to email. Additional charges will be incurred for diversion to mobiles, non- geographic numbers and international destinations.

Charges apply as of 1st August 2009.

## Plum Inbound ([www.pluminbound.co.uk](http://www.pluminbound.co.uk))

Plum inbound provides businesses with a cost effective and resilient means of handling calls and numbers in real-time reports. When you take any number with Plum you can use Plum Inbound. This facility offers a range of services that can all be provisioned live, and online, by the user and managed via the facility thereafter, as well as providing real-time call reporting that can be viewed online also. This online facility allows you to search for numbers, manage accounts, manage logins, manage numbers, create various types of reports, and add numerous services to a phone number. Some of the available features include:

**Auto attendant:** This service allows a call to be routed based on departmental options, with an optional additional feature of a queuing system.

**Call recording:** This service allows you to record all, or segments, of your inbound calls, with an optional additional feature of call queuing.

**Fax to email:** This service allows faxes to be received as email attachments, which can then be viewed and stored easily on your PC, without the need for an actual fax machine.

**Follow me:** This service allows your calls to be diverted between multiple destinations.

**Voicemail option:** Setting up a voicemail facility on your number will allow callers to leave a message for you if can't answer. The message played to the caller can be customised to your needs.