



08 numbers

plum communications ltd

08 numbers

- national presence
- portable number
- disaster recovery
- revenue sharing

Plum aim to provide businesses with a resilient means of communication. One way Plum does this is by offering customers non-geographic numbers: 03,05, 07, 08 and 09 numbers.

What our customers say?

"The best thing about doing business with Plum Communications is the after sales relationship, if anything goes wrong we can put a face to the problem and get it sorted"

plum benefits

- UK based
- knowledgeable and experienced staff
- responsive service
- independent advice
- vendor accreditation
- competitive prices
- flexible billing

plum services

- broadband
- consultancy
- mobiles
- security
- telephone calls
- telephone lines
- telephone systems

What is a 'Non Geographic Number'?

A NGN is a type of telephone number that diverts or translates to your standard telephone operators phone line / mobile phone. The caller is unaware of your usual telephone number, they dial the NGN and the call is diverted to any number you or your customers choose.

Benefits of 'Non Geographic Numbers'?

Advanced Options

Several advanced options such as call routing, call queuing, call recording, caller greetings, message playback, pre-connection messages, ratio plans and voicemail facilities.

Company Profile

Presents a professional company image creating a National or Local image.

Portable

Take your number with you if you move or relocate

Cost Effective

No more stationary reprinting should you move premises

Disaster Recovery

In the event that your landline telephone number develops a fault, the NTS number can instantly be re-routed to an alternative number or a voicemail service that could play out a special announcement for your callers.

National Presence

Your number can be listed in every UK phonebook and Directory Enquiries area

Quick and Easy Report Generation

Plum Inbound allows you to track the effectiveness of advertising campaigns

Revenue Sharing

Earn your company some revenue when customers call you on some number ranges

plum communications

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business goal: business improvement • connectivity • cost reduction • security

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➔ What is an '08 Number'?

There are a range of numbers available depending on how much call revenue you want:

- **0800/0808 numbers** (Free to caller)
- **0844/0845 numbers** (Variable charges)
- **0870/0871 numbers** (Variable charges)

What are '08 Numbers' ideal for:

- **0800/0808** (Premium customer care, mass marketing campaigns, new business, complaint handling)
- **0844/0845** (Advice lines, response lines, placing orders, brochure requests)
- **0870/1871** (Help lines, technical support, after sales support, out of office hours contact)

What are the benefits of '08 numbers'?

0800/0808 numbers

- **Attract more sales** - Prospective customers will see your business as customer friendly because you are prepared to pay the cost of the call
- **Competitive advantage** - 64% of customers will call a Freephone number first
- **No geographic restriction** - Will allow you to promote your business without geographic restriction
- **Customer care** - Research shows that nearly 70 per cent of people in the UK believe that companies who offer 0800 numbers care more about their customers
- **Use multiple 0800 numbers** - Use different numbers for different advertising campaigns so that your customer can monitor the success from each campaign

0844/0845 numbers

- **Cut down hoax calls** - Reduce the level of hoax or unwanted calls compared to Freephone numbers
- **Revenue sharing** - Available on 0844 numbers

0871 numbers

- **Revenue stream** - These numbers can generate a revenue stream for the company.
- **Cost-effective** - a way to provide customers with customer care and support over the phone.

*** Announcement - Ofcom 0870 Legislation ***

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.

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Alternative numbers

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

For multiple numbers you only pay 1 monthly fee!

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)

Plum inbound provides businesses with a cost effective and resilient means of handling calls and numbers in real-time reports. This facility offers a range of services that can all be provisioned 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 and numbers, create various types of reports, and add numerous services to a phone number. 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.

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➔ Screenshots of Plum Inbound

ICS | Start - Microsoft Internet Explorer provided by Plum Communications

http://www.pluminbound.co.uk/StartPage.aspx

You are logged in as: Plum Communications Limited | [logout](#)

Menu

- Home
- Number Search
- Manage Accounts
- Manage Logins
- Manage Numbers
- Reports
- My Settings

Home

Getting Started

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.

You are logged in – What to do next

From this page, there are 6 sections from the menu on the left hand side of the screen, which you can click on any of these at any time to jump straight to the section you want:

- Number Search** – allows you to search for a number on your account and add a service to it.
- Call Reports** – generate either summary or CDR reports for the calls received by your numbers.
- Manage Accounts** – allows you to set up sub-accounts and assign numbers, or services, to them.
- Manage Logins** – allows you to create logins for your accounts and control access levels for each.
- Manage Numbers** – allows you to search for numbers and remove an existing service.
- My Settings** – allows you to update account information and view important information concerning your PC and browser settings.
- Help and Support** – allows to access online assistance for any section of the website you need.

ICS | Select Service - Microsoft Internet Explorer provided by Plum Communications

http://www.pluminbound.co.uk/selectservice.aspx?ddi=08000467376

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Menu

- Home
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- Manage Logins
- Manage Numbers
- Reports
- My Settings
- Help and

Select service for 0800 046 7376

Select Service

- Select Service
- Auto Attendant
- Auto Attendant with Queue
- Call Centre
- Call Recording
- Call Recording with Queue
- Fax to Email
- Follow Me
- One to Fax
- One to Many
- One to Many with Bothway Intro
- One to Many with Whisper
- One to One
- One to One with Bothway Intro
- One to One with Greeting
- One to One with Queue
- One to One with Whisper
- Outgoing Record
- Outgoing Record with PIN
- Surgery Schedule
- Time of Day
- Time of Day Record & Queue
- Time of Day with Queue
- Time of Day with Ratio
- Voice to Email

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