

0845 FAQs

Why have you written to me?

To let you know that unfortunately, you'll no longer receive revenue share on your 0845 number services from your May 2010 invoice onwards (as per your usual billing period).

I need Revenue Share for my business, are there any other numbers available?

Yes, Revenue Share is still available on the following number ranges:

0843/0844: revenue share can be offered on these numbers at certain minute thresholds and the cost to the caller ranges from 1ppm to 5ppm. This number range is typically used by the following sectors; Travel, Finance, Property and Business Services.

0871: a higher rate of revenue share is available on this number range, depending on the volume of minutes your organisation generates. The cost to the caller varies between 5ppm and 10ppm. 0871 is typically used for ticket and travel booking services and for the provision of information services over the phone.

I don't need Revenue Share for my business, so what can I use?

03 number services are available and this service has been designed as an alternative to 08 services.

Calls to 03 numbers cannot cost any more than the cost of dialling a geographic number (01/02). The benefit of this number range is that it allows your organisation to have a national presence whilst ensuring that your customers are not charged more than the cost of a geographic call. Revenue Share is not allowed on this number range.

The 03 range is as follows:

030: only available for Public Sector and Not for Profit organisations

033: available for use by any organisation

034: organisations can switch from their current 084 number

037: organisations can switch from their current 087 number

Calls to 03 numbers are included in Consumer Call Plan packages, such as Inclusive Call Minutes on landline/mobile phones.

For more information on these options, please visit our Products & Solutions page at www.virginmediabusiness.co.uk.

How do I switch to the other options?

Simply contact your Account or Service Manager, or our Customer Services team and they'll be happy to help.