

## FAQ's on 0800 Freephone Numbers

**Q: Can I choose my own 0800 number?**

A: Yes, simply go to Alphatalk Ltd and choose your number from our database. Standard 0800 numbers are free, others (typically "memorable" numbers) can cost depending on the memorability of the number.

**Q: Do I need to install any new lines in order to have an 0800 number?**

A: No. When anyone calls an 0800 number, the call is simply diverted to an existing phone number e.g. landline, mobile etc.

**Q: Is there a minimum monthly bill?**

A: You pay £9.99 a month line rental, but you get 300 minutes of inclusive calls included in that price. For most small businesses, that is all they will pay.

**Q: What is the minimum term contract?**

A: There is no minimum contract, just a quarterly rollover. You can cancel the service at any time by giving one month's notice in writing.

**Q: Does it cost anything to change the target number?**

A: No. You can change your target number (the number where your 0800 number is diverted to) at anytime for no charge.

**Q: Can I divert an 0800 number to a mobile phone?**

A: Yes - we provide an option for 0800 numbers to be diverted direct to mobile phones. However, if you wish to be able to "switch on and off" the divert at different times of day, you have 2 options; 1. You can do this via our online portal, or 2. You will need to use the divert function with your existing landline number.

**Q: Can my 0800 number calls be diverted overseas?**

A: Yes. We can set your 0800 divert to point to international landline numbers in over 180 countries. For individual country prices, please contact us.

**Q: Do I still get Caller Line Identity (CLI) with an 0800 number (BT 1471)?**

A: Yes, you can still see the identity of the person calling you. It is important that you have right handset for this also.

**Q: Is there a delay between someone calling an 0800 number and them getting connected i.e. do they know they are being "diverted"?**

A: No, calls are connected straight away.

**Q: How long does it take to get an 0800 number set up?**

A: You can order your 0800 number, and be active within an hour.

**Q: What would happen to my 0800 number if Alphatalk Ltd ceased trading?**

We are in our thirteenth year of trading so you can be sure you are dealing with an established company. In the unlikely event of this happening you can port your number over to BT. Full details can be obtained from [www.Ofcom.org.uk](http://www.Ofcom.org.uk).