

03 numbers are fast becoming the UK's most popular business phone numbers.

This is because they offer exactly the same benefits as 08 numbers (e.g. 0845 numbers) with one crucial difference – the cost for people to call them:

**03 Numbers cost the same to call as 01/02 numbers – even from a mobile phone.**

Calls to 03 numbers are also included in your callers' free minutes on their mobile and landline tariffs – so by offering them a cheap/free call you will gain more enquiries and sales.

Ofcom has said that in 2010 more calls will be made from mobiles than landline – which makes 03 numbers caller friendly and future-proof.

This is why thousands of smart organisations are now choosing 03 including: Pioneer, Nikon UK, Vodafone, The BBC, Oxfam, the Met Police, RSPCA and thousands of small businesses.



## Why Choose 033 Numbers?

**Memorable** - Handpick a telephone number your callers will remember. E.g. 0333 999 0000 or 0330 111 9999.

**Boost Your Enquiries & Sales** - your callers will never pay more than a standard local or national call to phone you so you'll encourage more calls.

**Keep The Same Phone Number Wherever You Go** – making relocation a lot cheaper and easier.

**Never Miss Any Important Enquiries Or Sales** – choose to receive your calls on any landline or mobile and change this at anytime at the touch of a button (see page 3).

**Encourage More Calls From Outside Your Area** – because your 03 won't have a local area code you can appear nationwide and get calls from across the UK or any area you choose to advertise in.

**Gauge The Success Of Your Marketing** – Vision online call statistics tells you how many calls your 03 number has received, how many you've missed, your busy periods and more (see page 3).

**Stand Out From Your Competitors** – handpick a memorable 03 number of your choice.

**Quick And Easy To Setup** – you don't need to install any additional equipment which means we can get your 03 number(s) up and running almost instantly.

### What our customers say...

*"03 is new generation, up to date and memorable. We wanted a modern memorable number to reflect our modern ethos."*

*Andrew Lindsay, Partner, Rehab for Life LLP.*

### Secure your 033 Number

To find out what numbers are still available contact us today on **0333 123 4000** or visit us online

[www.windsor-telecom.co.uk/0333](http://www.windsor-telecom.co.uk/0333)

## Spoilt for Choice – Memorable 0333 and 0330 Numbers

Silver - £149	Gold - £249	Diamond - £499	Ultimate - £999 +
0333 800 9294	0333 121 2511	0333 456 4565	0333 1212121
0333 456 6971	0330 555 7337	0333 121 0002	0333 121 2477
0330 900 5251	0333 900 5657	0330 999 0077	0333 700 6000

£14.99 monthly service charge per number with 5000 free inbound call minutes per month.

Ultimate numbers are charged at £24.99 per month with 10,000 free inbound minutes included worth £150.

## Quick and Easy to Set-up

03 numbers work in tandem with your existing landline or mobile numbers. They simply 'sit on top of' and are directed to your chosen 'destination number', allowing you to use and integrate them as you wish (e.g. customer services, main phone number etc). We can help you get your new number up and running almost instantly.

## Windsor Telecom - People Who Care

You'll be pleased to know we take your organisation as seriously as you do. We have a pedigree in building long term relationships with customers of all shapes and sizes. Our reputation has been built on integrity and great customer service and therefore our clients always enjoy success and value for money with their services.

Whether you have a bespoke call management solution and a thousand 03 numbers with us, or simply one 03 number, you'll be treated as a valued and individual customer, who'll enjoy;

- » 5000 free minutes every month. Upgrades and bespoke rates are available via My Windsor our online customer portal.
- » Our inclusive online call management package, helping you to answer more calls and become more efficient.
- » Great customer service, peace of mind and 24hr assistance.
- » My Windsor, giving you instant access to everything you need.
- » The most generous 03 deal on the market.
- » The ability to route your 03 numbers to any landline or mobile and change this instantly.
- » Free Voicemail to Email, so you can get your voicemail messages sent to your email inbox
- » One of the most robust, established and reliable networks in the UK.
- » Your own dedicated account manager and personal point of contact. You'll have a direct line through to them with ongoing support.
- » You can also choose to use an 03 number as a Fax To Email line.

## What our customers say...

*"We have got some cracking 03 numbers and Vision call statistics is a really useful tool for us."*

*Martyn Jefferies, Chief Engineer, BE Systems.*

## Control where you receive your calls

Choose an 03 number from Windsor Telecom and you can choose exactly which landline or mobile you receive calls on. What's more you can change this online at anytime – meaning your calls can follow you. This is ideal if your landlines fail or in the event of an emergency.

- » Never miss another important enquiry.
- » Enhance your customer service by allowing people to contact you more easily.
- » Keep one main contact number wherever you go - ensuring your stakeholder communications are always consistent.
- » Option to re-direct calls to a mobile phone or internationally.
- » Save a fortune when relocating, by never having to produce new stationery etc.
- » Free Voicemail-to-Email. Get all your voicemails sent to your email inbox as audio file attachments.



### Vision Lite

**Your new 03 number service includes Vision Lite.** View your summary call statistics online. Reports show missed/engaged/answered calls. Helpful for planning staffing and monitoring marketing activity.



### Vision Online Call Statistics

Vision is our powerful online call statistics package that thousands of our customers use every day.

- » See how many calls you are missing and precisely when you're missing them so you can rectify this accordingly.
- » Find out your busy periods - which will help you plan your staffing effectively.
- » Establish the longest time taken to answer calls - so you can monitor your customer service standards.
- » See how many peak, off-peak and weekend calls you get.
- » View where your calls come from so you can focus your marketing efforts.
- » Download daily, weekly and monthly call reports and graphs to share with your colleagues with ease.

### Secure your 03 Number

To find out what numbers are still available contact us today on **0333 123 4000** or visit us online

[www.windsor-telecom.co.uk/0300](http://www.windsor-telecom.co.uk/0300)

## Frequently Asked Questions

### Why Are 03 Numbers Becoming So Popular?

03 numbers are the first UK non-geographic number range with standard call charges. Your caller will never pay more than a standard local or national call to contact you. Even better, calls to 03 numbers are included in bundled or inclusive minutes from landlines and mobiles. 03 numbers are the only number range with these benefits and this makes them trusted by the public and your stakeholders.

### I Am Planning To Relocate In The Next 12/24 Months - What Would Your Advice Be?

We would always recommend purchasing new numbers as far in advance of your move as possible. They can be introduced initially to enhance your customer services and help you answer your inbound calls more efficiently. Of course, when you do move, you know where you're going and what your telephone numbers will be, so you can reprint your stationery early, notify your customers early and most importantly, your advertising is never out of date. With well established, permanent numbers your customers will always be able to contact you regardless of your location.

### What Happens If Our Telephone System Or Phone Lines Go Down?

All our numbers are instantly divertible, so you can change where you take calls on your 03 number instantly via the phone or web. So, if your landlines fail for any reason, simply divert your 03 number to an alternative landline number. It is also possible to divert to a mobile \*(divert to mobile charges apply).

### Will I Lose My Old Number?

No. Your new number works in tandem with your existing landline (01 or 02) number. So, for example, if you have 10 lines coming into your office, five people call your old number and 5 people call your new 03 number, all ten calls will be connected. The 11th caller, regardless of what number they have called will be diverted or get an engaged tone, depending on your phone system. The number works within the capacity of your company's telephone system.

### How Much Does It Cost To Divert My 03 Number?

Whilst your 03 number is routed to a UK landline, you pay no additional call charges. If you choose to route to a mobile phone, we charge a competitive divert rate of 9.95p p/m for Vodafone, Orange, O2 and T Mobile and 11.95p p/m for 3.

### Will I Need Any Extra Equipment?

No. Our 03 numbers work on top of your existing telephone line and with all telephone systems. No extra equipment is necessary. The service is configured remotely, so there is no need for us to visit your offices.

### What Other Charges Are There Apart From The Monthly Service Charge?

Each of our 03 call packages has a generous inclusive minute allowance. Once this has been used up, you simply pay 1.5p per minute for calls you receive.

### I Have Existing 0800/0845/0870 Numbers - Can You Take These Services Over?

We pride ourselves on being able to provide a better, cost effective service on any existing 0800, 0845 or 0870 number.

## Secure your 030 Number

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