

0845 numbers are used by thousands of trusted and established UK organisations - big and small.

Why? Because they're inexpensive to run, cheap for your callers and incredibly flexible.

You can take your calls on any landline or mobile and this can be changed instantly – which is invaluable when you relocate or in the event of disaster recovery.

Plus you can handpick a memorable 0845 number of your choice.

What's more, by using an 0845 number you can actually encourage more calls as they are now included in BT's residential call plans. This means that many of your callers will be able to phone you for free from their landline.

Windsor Telecom has some of the best 0845 numbers available – at the best prices. That's why we are officially the UK's 2nd largest supplier of 0845 numbers.

Here are just a few companies that use 0845 numbers:



Why Choose 0845 Numbers?

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).

Stand Out From Your Competitors – handpick a memorable 0845 number of your choice.

Encourage More Calls From Outside Your Area – because your 0845 number 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 0845 number has received, how many you've missed, your busy periods and more (see page 3).

Quick And Easy To Setup – you don't need to install any additional equipment which means we can get your 0845 number(s) up and running almost instantly.

Inexpensive to run – Choose Windsor and pay absolutely nothing to receive your calls. BT charges 3.48p per minute!

What our customers say...

"We have two 0845 numbers from Windsor Telecom and were delighted by the efficient and helpful manner in which our order was handled. We have now changed the telephone numbers on our vans for the very last time"

Eamonn Cox, Director, Environmental Drainage Solutions Ltd.

Secure your 0845 Number

To find out what numbers are still available contact us today on **0845 130 4000** or visit us online

www.windsor-telecom.co.uk/0845

Spoilt for Choice – Memorable 0845 Numbers

Silver - £149	Gold - £249	Diamond - £499	Ultimate - £999 +
0845 520 0006	0845 520 5255	08456 471 471	0845 647 6000
0845 5200 180	0845 520 2121	0845 520 8080	0845 647 2000
0845 5200 150	08456 470 123	0845 470 4 470	0845 520 0600

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

Ultimate numbers are charged at £49.99 per month

Quick and Easy to Set-up

0845 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 0845 numbers with us, or simply one 0845 number, you'll be treated as a valued and individual customer, who'll enjoy;

- » Unlimited inbound calls to your 0845 number(s) - BT charges 3.48p per minute!
- » 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 0845 deal on the market.
- » The ability to route your 0845 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 0845 number as a Fax To Email line.

What our customers say...

"Within 5 minutes we had selected 5 memorable 0845 numbers and within 24 hours we were able to measure the effectiveness of our marketing campaigns. I would like to personally thank Windsor Telecom and in particular Neil Burrows for the outstanding level of service that they have delivered to us." **Jason Chainey, Business Development Manager, Thomson Directories Ltd.**

Control where you receive your calls

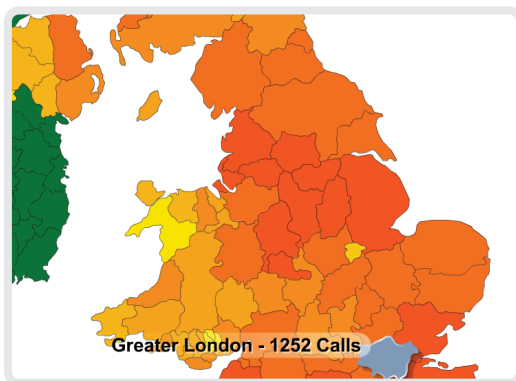
Choose an 0845 number from Windsor Telecom and you can choose exactly which landline or mobile you receive calls on. What's more you can change this online at anytime – meaning your calls can follow you. This is ideal if your landlines fail or in the event of an emergency.

- » 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 0845 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 0845 Number

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Frequently Asked Questions

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 0845 number instantly via the phone or web. So, if your landlines fail for any reason, simply divert your 0845 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 0845 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 0845 Number?

Whilst your 0845 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 0845 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?

Quite simply, there are none. Once you have paid to connect your 0845 number, you simply pay £10 per month and that's it. You will get unlimited inbound calls to your 0845 numbers – this means you won't have to pay for any of the calls you receive. (BT charges 3.48p per minute!)

How much will it cost our callers to phone our 0845 number(s) from a BT landline?

The cost of calling 0845 numbers from a landline varies depending on the service provider. BT charges around 4p per minute during the daytime and around 1p per minute during the evenings and at weekends. Customers on BT 'Unlimited Anytime' tariff can call 0845 numbers free of charge at any time of the day. There is also an 'Unlimited Weekend' tariff giving free calls to 0845 numbers during the evening or at weekends. The Talk Talk 'Essentials' package also includes free calls to 0845 numbers.

How much will it cost our callers to phone our 0845 number(s) from a mobile?

Calling an 0845 number from a mobile will cost your callers between 20-30p per minute depending on what network they are on.

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 0845 Number

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