



# 03, 08 or 09 Services

## Product Description

A JT 03, 08 or 09 service allows businesses to be more flexible in handling calls and gives callers a single point of contact. These services can be accessed from all the Channel Islands and the UK.



### Service information

**0800 service** – This service is free to the customer calling the 0800 number, all call charges are borne by the owner of the 0800 service.

**0345 service** – The call costs for this service are borne by the caller and are charged at local rates.

**09XX service** – The call cost for 09XX services are borne by the caller and a portion of this fee is passed onto the 09XX service owner.

### Service options

Calls are answered either by an answer machine or live, at your premises. Connection to the service is made via one or more standard telephone lines. New lines can be provided specifically to receive 03, 08 or 09 calls (standard charges apply) or existing lines can be utilised.

JT will provide telephone exchange based playback equipment. You can remotely access this equipment and record an announcement by dialling a number and entering a PIN. Your customers calling the 03, 08 or 09 number will hear the announcement, which can contain up to four minutes of information. The customer can also leave a recorded message, which you can then retrieve.



## Call routing options

Various routing options are available to provide you with a flexible 03, 08 or 09 service, which can be tailored to meet your specific needs. You can choose a specific routing option or create a routing plan using a combination of the following options:

**Calendar Routing** – Routing of calls dependent on the day of the week and the times the call is made. For example, calls made between 9.00am and 5.00pm can be routed to your main office number with calls received after 5.00pm and during weekends routed to an alternative number. Alternatively, calls made on Christmas Day and other Bank Holidays can be routed to an office or call centre that is available to answer the call or to an answering service.

**Area Routing** – Routing of calls dependent on the geographic origin of the call. For example, all calls made in the London area can be routed to the London office and all other calls can be answered at another office.

**Traffic Dependent Routing** – Routing of calls distributed to different locations depending on a predetermined percentage of total calls. For example, if a company has offices based in both Jersey and Guernsey the calls can be shared between those offices on a 50:50 basis.

**Re-Routing on Busy** – Routing can be set up to ensure that no calls are lost and that calls are routed to an alternate number or answering service should the first destination be busy.

**Pre-Sorting Routing** – Announcements can be played to your customers depending on criteria set. For example, Press 1 for Accounts, Press 2 for Sales etc.

## Announcements

Announcements can be used to provide information to the caller or to ensure calls are routed to the right department or branch office. All announcements to be used in the routing table must be provided by the customer in .wav 8kHz 16bit format.



**0800 Charges**

Service	Connection charge	Monthly rental	Call charges
0800 services	£45.00	£16.00	8p per call at all times
Call routing (up to 5 routes)	£25.00	N/A	N/A
Alteration to routing plan (changes to up to 5 routes)	£25.00	N/A	N/A

**09XX Charges**

Service	Connection charge	Monthly rental
09XX services	£45.00	£16.00
Call routing (up to 5 routes)	£25.00	N/A
Alteration to routing plan (changes to up to 5 routes)	£25.00	N/A

**0345/0845 Charges**

Service	Connection charge	Monthly rental	Call charges
0845 services	£45.00	£16.00	3.95p per min standard / 1.5p per min evening / 1p per min weekend*
0345 services	£16.00	£16.00	3.95p per min standard / 1.5p per min evening / 1p per min weekend*
Call routing (up to 5 routes)	£25.00	N/A	N/A
Alteration to routing plan (changes to up to 5 routes)	£25.00	N/A	N/A

**09XX Services**

Number range	Price per min to caller	Income per min to you
<b>A</b> 0901 810 XXXX	25p per min at all times*	15p per min at all times
<b>B</b> 0900 655 XXXX	50p per min at all times*	30p per min at all times
<b>C</b> 0905 629 XXXX	£1 per min at all times	70p per min at all times
<b>D</b> 0905 807 XXXX	£1.50 per min at all times	£1.10 per min at all times

\*Calls made to these services are charged per second, minimum call charge of 7p applies.

**Please note**

- JT cannot guarantee that these services are available from all telephone networks
- The services cannot be accessed from outside the British Isles
- Call charges from mobile phones may vary
- Our Terms & Conditions require that the per minute price to the caller is shown in any advertising material
- Calls to this service can only be diverted to numbers within the UK

**Terms & Conditions**

The 03, 08 or 09 Services are provided under and subject to, the JT Number Translation Services Terms & Conditions of Service. Customers are strongly advised to read these Terms & Conditions on our website, before applying for the Service.

**To find out more contact us at:**

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