

Private & Confidential

Proposal for Porting Existing Number Ranges

For the Attention of

To whom it may concern

Of
Your Business

“Would you like to benefit more from your current non-geographic number?”

“Would you like to abolish all of your service charges without changing your existing number?”

“Would you like to see more from your call statistics?”

We know we can help improve your current number set-up in many ways.

Please take a few moments of your valuable time to see how we can benefit your business.

Please read on....



This proposal sets out how Numeric Futures Ltd, an established independent consultant of voice and data services can improve your current set-up of non-geographic numbers.

As you are currently using a non-geographic number i.e. (**existing number**) from your current service provider (BT or Cable & Wireless), we can use our expertise as an established reseller to keep your number and **provide additional valuable cost effective services** to improve customer relations.

YES!! Our network service providers have already agreed with BT and Cable & Wireless, in accordance with OfTel regulations, to give **you** the option to use another carrier of your choice without incurring any penalty, cancellation charges or loss of service.

Before we look at the excellent additional services we can add to your existing number (s), we would like to propose where we can reduce in cost your current set up of non-geographic numbers **FREE OF CHARGE.**

Numeric Futures Offer (A+B)

(Please note that this service is only available to existing BT and Cable & Wireless customers)

(A) We can abolish the following FREE OF CHARGE: -

- X** Service charges
- X** Set-up fee (s)
- X** Contracts
- X** Charges for standard additional numbers
- X** High 0800 call charges and bills
- X** Low rebates on 0870/0871 prefixes
- X** Bills on 0845 prefixes

(B) Standard services for using Numeric Futures: -

- ✓** **FREE 24/7 on-line call statistics**
- ✓** **FREE transfer to new service provider**
- ✓** **FREE additional numbers at no extra charge**
- ✓** **NO set-up fee or service charges on number ranges**
- ✓** **24/7 customer support**
- ✓** **Up to 180% more rebate on 0870 numbers***
- ✓** **FREE automatic divert on busy to another number, if lines are busy or not answered**
- ✓** **Save up to 60% on your 0800 bill****
- ✓** **NO CALL charges on 0845 numbers**
- ✓** **FREE Voicemail set-up**
- ✓** **FREE sourcing of additional higher grade numbers**
- ✓** **FREE choice of other prefixes 0800/0808/0844/0845/0870/0871/090X**
- ✓** **FREE Training and support**

That's not all...

*Price based on BT rate card correct as at 01/01/2002. Comparison excludes line rental. Percentage increase shown based on 50 000 minutes accumulated by end of month. Comparison against Numeric Futures Ltd standard rebate of 2 pence per minute peak.

**Savings shown are based on comparison with BT faxable Flyer correct as at 01/01/2002. Percentage saving's shown based on 6 000 minutes accumulated by end of month. Rates based on BT 0800 basic -1 year contract and £29.99 per month service charges. Comparison against Numeric Futures Ltd standard charge of 3.5 pence per minute at all times. E&OE.

What Else?

We can also implement various solutions on your current number to improve customer relations for your organisation.

Type of additional services: -

Time of Day Service	Time & date plans can be used to route calls to different locations based on the time of day, day of the week or day of the month. I.e., Bank holidays, Christmas holidays etc...
Geographic Routing	Caller calls one number, calls are then transferred to various branches, depending upon where the call has originated.
Store Locator	Ideal for companies with multiple locations who wish to route callers to your nearest branch or store.
Queue Manager	Excellent facility for companies who are experiencing a high number of abandoned, engaged or unanswered calls due to peaks in call volume. Various promotional messages can be played along with music and queue positions.
AutoPay	Lets customers pay for goods/services with their credit cards without the need for a live operator.
Auto Attendant	This is ideal for a company who have various departments and services. The caller is given options to connect to various departments and services and as they are filtered automatically. Eliminating the need for a switchboard operator. E.g. "Press 1 for sales, Press 2 for customer service" etc....
Call Distribution	If you have various offices around the country, this system allows you to distribute your incoming calls to the various sales/call centres automatically. I.e. 50% to A, 30% to B 20% to C etc...
Call Forwarding	Allows calls to be passed on automatically to another department, office or branch if the lines are busy. All this is seamless to the customer.
Data Capture	Allows you to provide a facility to record customer messages on our server. All messages can be retrieved from anywhere and anytime of the day without visiting the office.
Voice Replay	Cost effective method for recording all incoming calls and conversations without the need of new equipment in your offices. All messages can be retrieved over a web interface.

With Numeric Futures you have 24/7 control on all of the above.

These are just a few of the additional benefits that we can offer, contact us on 0870 44 44 338 to find out how we can maintain and create tailor made solutions to help you and your business.

Company Background

Numeric Futures Ltd is an authorised reseller of telecom and special rate services for **several major Tier 1-network operators**. Established since 1999, we are located in Birmingham city centre. All of our Special Rate Services and additional services are the most cost effective method for improving customer relations for businesses of all types and sizes. As an established reseller we use our expertise to search for the best solutions whilst negotiating preferential rates , which in turn allows us to pass on the benefits to you. All of our network and telecom solutions run on a Tier 1 structure due to its resiliency and reliability in delivering calls all the time (99.999% server uptime). As we appreciate the importance of providing an efficient service we have a dedicated porting department to look after every need whilst your number is transferred to us. Our dedicated sales staff are also on hand to understand and provide solutions for your business type, whatever it may be.

A few of our ever-increasing clientele include: AvailableCar.com, City Vacations, Premier Lodge, Insurance Factory, First Choice Travel, Midland Letting, E-Stat, Pendragon, Car Watch, Mobile Connections, Allen & Allen Insurance Group, Auto Continental, Alloys 2000, and many many more.

References available upon request.

Appendix I

FAQ's

Q. Can I keep my existing number?

A. Yes, arrangements have already been made with BT and Cable & Wireless to allow you to keep your existing number.

Q. If I transfer, do I pay any costs to my current service provider?

A. No. After the transfer has taken place there are no additional charges, no set-up fees, no cancellation charges or service charges.

Q. How long does the porting service take?

A. Transfer of your number can take up to 10 working days. We will keep you posted when it is due for handover.

Q. Do I need to contact BT/Cable & Wireless?

A. No. During the transfer our carrier contacts BT/Cable & Wireless, therefore they are aware of your request.

Q. What does Tier 1 carrier mean?

A. Tier 1 carrier's equipment and services must meet a standard set out by the telecommunications body Ofcom. Tier 1 carriers are for example BT, Cable & Wireless, Opal, Kingston etc..

Q. So why choose Numeric Futures Ltd?

A. As an established reseller we have preferential rates and services from our carriers so we can pass on the benefits to you. We can provide simple and complicated solutions for all types and size of businesses. We can offer higher rebates than your current provider therefore increasing business income. Lower 0800 bills and no bills for 0845 numbers. Improved call statistics (see next page). Cost effective voice services and tailor made intelligent solutions whatever your requirement may be. 1000's of number ranges available so we have the right number for your business.

Q. What if we require more numbers?

A. Numbers are available daily and can be activated within 24 hours.

Plus more.....

Improved Call Statistics.

Below is what your new call statistics will show.

- ◆ Call Time
- ◆ Call Duration
- ◆ Unanswered Calls
- ◆ Engaged Calls
- ◆ Origination of Call
- ◆ Time to answer phone call
- ◆ Busy time of the day
- ◆ Modify routing of number
- ◆ 15 min analysis
- ◆ Daily analysis
- ◆ Monthly analysis
- ◆ Daily summary reports
- ◆ Monthly summary reports
- ◆ 24/7 control

All the above can be accessed and viewed via a secure dial-up or via your current dial-up method (please call our sales staff for more information). All call statistics are updated every 15 minutes and are excellent for marketing and management purposes. You can also modify the routing for your number which means, should you have to move the 0800/0845/0870 number to another landline number it can be updated instantly via the web by yourselves.

Next Step....

Please call our porting department on **0870 44 44 338** and we will arrange for the transfer. All we require from yourselves is your current BT/Cable & Wireless bill and a signature for authorisation and we will take care of the rest. We will keep you updated on the progress of your transfer.

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