



Telemarketing Numbers

Making it easy for your customers
to talk to you

Our Telemarketing Numbers service offers a range of non-geographical numbers that will help your customers keep in touch. If you rely on incoming calls, you can make sure callers get through to the right person more quickly. Our Virtual Receptionist can answer every call automatically and direct them to where they need to go.

A recognisable number

Simple, recognisable numbers give your business a national presence.

They can help you stand out from the crowd, target your marketing and be certain you're giving your customers the attention they need. You can have a Telemarketing Number to streamline internal calls too.

- Decide who calls will be directed to.
- Deliver incoming calls to a landline or mobile.
- Set when you want your calls redirected.
- Change the settings when you need to.

Great customer service

Flexible routing lets you direct your customers to the most appropriate team and set up messages to serve calls better.

Clear, easy reporting to track calls

Find out how many you get, how long it took to answer, and how many you've answered, by time of day. From the UK or abroad. Your reports can help make sure you have the right number of people to answer your incoming calls. At the right times.

Keep your existing numbers

We can give you new Telemarketing Numbers, or take over those you already have. Telemarketing Numbers can make a big difference to your business.

Why O₂?

Our prices are simple and clear. You only pay for what you use. And you can get a share of the call costs, with revenue share options.

Full control in real time

Our self-service, online site gives you the simplest way to manage and control your Telemarketing Numbers. It's quick and easy to set up, make changes and get reports as and when you need to.

Fully joined up

Your landlines, your mobiles, and your Telemarketing Numbers, joined up. The same bill, with one number to call for support. And all your costs are reported online through My O₂ Business. You'll spend less on admin and have more time for your core business.

We use them

Telemarketing Numbers help us manage all our calls and achieve our award-winning customer service levels.

- We use over 570 numbers to help over 23m customers stay in touch – and to make sure we're always listening.
- We make the most of the online management and reporting system to make sure we're available to talk to our customers when they need us.

We'll support you all the way

Our dedicated specialist technical team gives you the support you need.

With regulation changes in June 2014 and May 2015, we can make sure you've got the best numbers for your customers and your organisation's success.

And our manage, optimise and transform model gives a clear roadmap for voice services and highlights cost savings to drive future transformation.

Talk to your Account Manager to find out more or visit o2.co.uk/enterprise

Choose the number that suits your business

	03x	0800	0844/3	0845	0870	0871/2
Take your number with you	•	•	•	•	•	•
Get a share of the call revenue			•	•		•
Incoming calls charged	•	•			•	
Regulated by PhonePayPlus						•

"Caller pays" rates are based on a UK landline. A caller's costs could vary significantly depending on the type of number being called and the caller's network provider. "Incoming calls charged" is based on routing to a standard 01 or 02 number.