



Smart Routing & Local Presence Numbers

Service description

Smart Routing and Local Presence numbers look like any other 01 or 02 geographical number but they are very different in that they have additional functionality similar to that of Number Translation Services or 08 and 09 numbers.

These numbers are available as two different product offerings:

Smart Routing for your existing KCOM numbers and

Local Presence Numbers for new numbers

The products

1. Smart Routing is available to all customers in Hull and surrounding areas. This includes customers who have numbers beginning 01262 Bridlington, 01377 Drifffield, 01405 Goole, 01430 Howden, 01482 Hull, 01759 Stamford Bridge and 01964 North Humberside.

By adding Smart Routing to your existing KCOM number/s you can direct the calls to that number through to any other number of your choice ensuring you never miss a call into your business.

2. Local Presence Numbers are available for any 01 or 02 Geographic Number in the UK. You can select the area code of your choice and route it through to another number of your choice.

This allows you to appear like you have a 'local presence' in a particular area of your choice i.e. Leeds with an 01132 number, without investing in local offices & resource.

How you can route your calls

You can arrange your call routing in a number of different ways and you can either pre-set them when you order or take our enhanced service and manage them yourself through our easy to use web portal. :

How do I manage my routing plans?

There are 2 ways to manage your routing plans:

Tell us what numbers you'd like to route your calls through to when you order and we set 5 up for you free of charge. You can then change between the various plans by dialing into a secure phone system.

With our Enhanced service and you can choose to create, amend and manage your own routing plans through our secure web portal Self-care. You'll be provided with a token with



your personal details when you order. You can direct your calls to your chosen numbers in the following ways:

Time of Day e.g. between 9am and 5pm route to my main office in Hull

Day of Week e.g. on Saturdays route to my other office

Date of Year e.g. on 24th of December route to my mobile number

Geographic e.g. if the caller is outside of Yorkshire, route to my other office

Ratio Distribution e.g. Split my calls in line with my staff availability

Charging Structure – Smart Routing

Number of Smart Routing No's	Monthly Rental per Number	
	Ex VAT	Inc. VAT
Connection	£50 (per order)	
1-2	£6.00	£7.20
3-6	£5.50	£6.60
7-10	£5.00	£6.00

Enhanced		
Connection	£250 (per order)	
1-10	£12.00	£14.40
11-50	£11.00	£13.20
51 - 90	£10.00	£12.00
91 +	£9.00	£10.80

You pay a simple monthly rental for each Smart Routing number you have.

Call Charges – Smart Routing

As you are routing your calls through to another number of your choice, call charges may apply. Charges fall into 2 categories:

When routing to another KCOM number E.g. 01482, 01262, 01377, 01405, 01430, 01759 & 01964, these calls are all within the KCOM network so they are free of charge

When routing to a non-KCOM number e.g. an International number, a mobile or a national number outside of the KCOM network, a pence per minute charge will apply for each call you receive



These charges will be applied through the use of a ToTN (Tariff on Terminating Number) tariff; **here**

Local Presence Numbers are available to all customers who require a new geographic number outside of the KCOM area

These customers can take any of our available geographic numbers and enhance them with NTS routing functionality including:

Time of Day

Day of Week

Date of Year

Geographic

Ratio Distribution

Call Plan Management Service – in one simple phone call, customers can change between their routing plans in order to divert calls immediately to an alternative number. In order to use this secure telephone service, customers will need to submit their alternative routing plans in the data capture form along with their order. KCOM will build up to 5 routing plans for free.

Local Presence Numbers also enable customers to take a new number from a different geographical area and thus display a local presence in that area without the investment of additional offices or staff.

Local Presence Numbers are priced on a pence per minute basis for all incoming calls to that Local Presence Number.

Charging Structure for Local Presence Numbers

Price in Pence Per Minute					
Daytime		Evening		Weekend	
Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
4.000	4.800	4.000	4.800	4.000	4.800

The above call charges are applicable for all incoming calls to the Local Presence Numbers when routed to a UK geographic number.

Additional pence per minute charges will apply if the call is terminating to a mobile or an international number. These charges will be applied through the use of a ToTN (Tariff on Terminating Number) tariff; **here**

Other Charges – Smart Routing & Local Presence

	Description	Type of Charge	Price	
			Ex VAT	Inc. VAT
Optional	SelfCare SecurID Token Provide *(per user)	Every 2 years	£100.00	£120.00
Features	SelfCare Training (per 4 hour session)**	One-Off	£380.00	£456.00
	Data fill Change (per plan changed)	One-Off	£60.00	£72.00

SelfCare is an online tool enabling instant changes to call routing plans in a live environment. This tool is recommended for customers making regular changes to their call routing plans.

* Tokens expire after 24 months and this charge will be imposed again when the token expires.

**The pricing shown above is only for training conducted within Hull, Lincolnshire or East Yorkshire. At present, if a customer requires training outside this region a bespoke quote must be prepared. In this situation, please contact the Product Manager as soon as you know the customer is likely to proceed as it may take a few days for the quote to be provided by the trainer.