



Inbound Numbers

Making it easy for your customers to talk to you

Our Inbound Numbers service offers a range of 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 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 an Inbound 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

You can customise your messages to talk directly to your customers with flexible routing.

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 Inbound Numbers, or take over those you already have.

Inbound Numbers can make a big difference to your business.



We use them

Inbound 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.

Choose the number that suits your business

	01/02	03x	0800/8	084	087
Take your number with you	●	●	●	●	●
Get a share of revenue				●	●
Incoming calls charged	●	●	●		
Regulated by Phone-paid Services Authority					●
Caller pays	National rate	National rate	Free from landline or mobile	1ppm-7ppm*	1ppm-13ppm*

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 portal gives you the simplest way to manage and control your Inbound Numbers. It's quick and easy to set up, make changes and get reports as and when you need to, with our best in class reporting.

Fully joined up

Your landlines, your mobiles, and your Inbound 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.

Want to know more?

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

Talk to your Account Manager to find out more.

* Excludes any access charges which will be added to the callers bill.

Caller's costs are based on a standard UK landline. A caller's charges will vary depending on the type of number being called and the caller's network provider – callers should be advised to check before calling certain numbers in accordance with regulation by Phone-paid Services Authority. Incoming calls charged is based on routing to a standard 01 or 02 landline number. For more details of call charges from standard BT landlines, call charges for receiving calls to different types of Inbound Numbers and options for routing to mobile or international numbers go to o2.co.uk/enterprise/services/unified-communications/tariffs and for full terms and conditions talk to your Account Manager.