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# 4net Technologies

Number Manager



## 4net Technologies are specialist providers of inbound non-geographic telephone numbers and cloud-based call management applications

4net Technologies offer a vast portfolio of virtual, non geographic telephone numbers from within the UK and from countries around the world, which means your potential to conduct business is almost without boundaries.

To compliment our numbers, we offer a wide range of fully scalable and fully managed cloud based call services, which provide phone system functionality when deployed. Inbound calls are managed, with zero capital expenditure.

### Number Manager

To exercise full control over your numbers and call services, we offer access to our web portal, Number Manager. This allows you to self-manage all numbers and call services in real time at the click of a mouse button. The benefits of using the portal are clear; you can create and control all aspects of your telephony requirements without the need to send a request for a change to be made, which means that any changes can be implemented immediately.

- Over 5 million new non-geographic numbers available
- Access to numbers from around the world
- Number porting from all major network operators
- Port and convert BT Landlines to non-geographic numbers
- Phone system call services deployed from the cloud, which means no capital expenditure
- Manage numbers and call services in real-time through the Number Manager web portal and iPhone app
- Build and deploy even complex new call plans in just minutes
- Wide variety of call activity reports, including live calls-in-queue information and optional email subscriptions
- Sales and demonstration videos of website and services
- Full training and support

“We can help you control how, where and when you deal with incoming calls”



# Numbers

## 0800 FreePhone

4net Technologies provide both 0800 & 0808 freephone numbers, which seem to be more popular than ever. The call is free to the caller when dialling from a landline, however mobile operators generally charge a higher rate. Inbound charges apply to calls received.

## 0333 Numbers

Charged at the same call rates as standard UK 01 & 02 geographic numbers, 0333 numbers are becoming very popular as one of the most customer friendly options.

The caller pays a standard national call charge, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound charges apply to calls received.

## 0300 Public Sector & Charity

0300 numbers have been purposely restricted for the exclusive use of public sector organisations and charities. As with all 03 number ranges, the caller is charged at the same call rates as standard UK 01 & 02 geographic numbers, with calls included in bundles and inclusive minute packages from mobile and landline operators. Inbound charges apply to calls received.

## 01/02 UK City Codes

We can provide virtual area code numbers for most towns & cities within the UK, and we have a database of over 5 million available numbers to choose from. These numbers allow the ability to have a presence in any location in the UK without needing to have a physical landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received.

## 0845 Local

0845 numbers are an ever popular choice, and along with 0844 are the most popular numbers of choice for organisations not wishing to pay to receive incoming calls. Revenue share is sometimes payable on 0845 call traffic where high call volumes are involved.

## 0844 Lo-Call

By far the most popular number range available in the UK today, 0844 number ranges are charged to the caller at a rate of between 1 to 5 pence per minute, with 5 pence number ranges most commonly used. Revenue share is available on incoming call traffic.

## 0870 National

Once the most widely used number range, following Ofcom regulatory changes to pricing and revenue sharing in 2009, most users of 0870 numbers have now switched to using other number ranges to continue to enjoy the benefits non-geographic numbers. Inbound charges now apply on 0870 calls received.

## 0871 National

0871 number ranges are charged to the caller at a rate of between 6 to 10 pence per minute, with 10 pence ranges commonly used. High revenue share is payable on incoming call traffic.

## International City Codes

We can provide virtual area code numbers for many international towns & cities around the world.

These numbers allow users the ability to have a virtual presence in locations abroad without needing a physical office or landline. The caller pays a normal local or national call charge. Inbound charges apply to calls received, with rates specific to each location.

## International Freephone

We can provide freephone numbers for many countries worldwide, allowing the ability to have a virtual presence in locations abroad without needing a physical office or landline. The call is free to the caller from a landline, however some mobile network operators may charge. Inbound charges apply to calls received, with the price being specific to each location.

## Call Services

### IVR Auto Attendant

Efficiently manage inbound calls with a tailored automated reception menu service allowing callers to choose the person or department they need.

### Call Queuing

This is a network-based call queuing application, which holds calls when destination numbers are found to be busy. This is a remote service deployed from within the inbound platform, meaning no hardware or software is required. This is a true queuing service, where the longest waiting caller is put through next, and offers huge capacity allowing for hundreds or even thousands of calls to be queued simultaneously where required.

### Call Recording

Like all 4net Technologies inbound services, Call Recording is a network-based application which can be activated instantly on any non-geographic number in minutes. As this service is deployed from within the network, no premise-based hardware or software is required meaning no installation is needed. Recorded calls can either be downloaded from the number manager web portal, or delivered by email or FTP at the end of each call.

### Fax to Email

This service allows any 4net Technologies inbound number to be converted in to a fax receiving telephone number in minutes, allowing you to receive faxes by email wherever you choose.

### Time & Day

This feature allows you to route incoming calls to different destination numbers or call plans at different times of the day, or days of the week.

### Hunt Groups

Incoming calls can be routed to a pre-defined list of destination numbers in turn until a call is answered or routes to voicemail, allowing for several people or teams to be offered calls in turn.

### Multi-Call 'Ring all at once'

As a feature option within Hunt Groups, this is a 'Ring all at once' feature allows up to seven different destination phone numbers to ring at the same time until the call is answered, making it an ideal feature for home workers, multi-site organisations.

### Ratio Call Plan

A feature option within Hunt Groups, incoming calls can be routed to a pre-defined list of locations on a percentage share basis, allowing for call distribution to be weighted across multiple sites.

### Mid Call Transfer

This feature allows answered calls to be transferred out to another destination number, regardless of where the caller answerer may be, without needing another phone line or having to pay for the cost of making a second call. This is a network-based feature offering phone system-like functionality over a wide area, so is not restricted to a single location as is a PBX. This feature can be activated on any 4net Technologies number in seconds.

### Voicemail

A professional voicemail service which, when activated, will take messages when calls go unanswered or lines are busy. Voicemail messages can be delivered in any combination of ways, either by email, FTP, and/or accessed through the Number Manager web portal.

### Out of hours voicemail

Out of hours callers can be offered an alternative voicemail service which is available when used in conjunction with the Time & Day feature. When a service is set to closed, out of hours voicemail will take messages which can be delivered by email, FTP, or accessed through the Number Manager web portal.

### Disaster Recovery (DR)

All 4net Technologies services have the ability to be re-directed to an alternative DR call routing plan in the event of a problem. DR call plans can be activated quickly and easily using either the Number Manager web portal or iPhone application.

### Data Capture

Data Capture offers callers the ability to respond to an automated series of questions either verbally or using their phones keypad.

This is a popular service when pre-screening calls prior to connection to ensure the caller meets set criteria, reducing the physical time spent by staff.

### Geographic Area Plan

This feature allows end-user customers the ability to route calls to a pre-defined list of destinations based on the physical location of a caller. This is a dynamic way of distributing calls to the nearest branch or store, allowing clients to publish a single central telephone number.

#### CONTACT US:

Please visit:

[www.4net-technologies.co.uk](http://www.4net-technologies.co.uk)

or call

**0333 323 0700**

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4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our Contact Centre, unified communications, managed services and telephony solutions are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Cisco and ShoreTel to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the globe.