

## **Inbound call management**

We offer hosted web-based services for inbound calls on non-geographic and geographic numbers. We would recommend you take a few moments to read the product information on our web-site, at [www.thephone.coop/business](http://www.thephone.coop/business)

### **To place an order:**

- 1) Complete the your business details on the '**Service Agreement**'
- 2) Complete a separate '**Order Form**' for each site for which you require services:
- 3) Then enter details in the relevant section, as follows:

Return for the attention of **Order Processing** to:

**Fax: 0845 458 9075**

**Post: The Phone Co-op, FREEPOST 1922, Chipping Norton, OXON, OX7 5BR**

If you have any questions about our Business Services, or this form, please contact our Sales Team on **0845 458 9070** or email [businesssales@thephone.coop](mailto:businesssales@thephone.coop).

***NB: All prices quoted exclude VAT***

# Order Form

## Business Information

Registered Co Name			
Trading Name (if different)			
Company Reg. No.			
Address			
Town		Post Code	
Landline Tel:		Fax No	
Contact Name		Title	
Contact e-mail			
Accounts Contact		Title	
Accounts e-mail			
Trading Address (if different)			
Town		Post Code	

Is your business? Ltd [ ] Sole Trader [ ] Partnership [ ] Public Sector [ ] Co-op [ ]

## Billing address (if different from above)

Organisation Name			
Address			
Town		Post Code	
Phone No.		Fax No	
If you would prefer to receive your bills by post please tick here			

## Please supply: Copy of Headed Paper and recent Utility bill

I wish to order the following services - Contact Point [ ] Contact Path [ ] Contact Pro [ ]  
What is the approximate monthly value of this order? £.....

Your Phone Co-op Account number if applicable:	
Please state how you were referred to The Phone Co-op along with any relevant agent or promotion code:	
Please enter The Phone Co-op salesperson:	
<b>Office use only- Credit Level Applied</b>	

## Please ensure that all the relevant sections of the Order Form are completed.

I agree to the Terms & Conditions of service (available on our website [www.thephone.coop](http://www.thephone.coop)) and I am authorised by the above organisation to sign for these services.

Name			
Position		Date	
Director or Authorised Signature :			

# Order Form

## Section 1 - Numbers

### Choose your number type

*New numbers*

Please provide (complete quantity of numbers required):

- 0800 number(s) (3p per minute to receive calls)
- 0845 number(s) (1p per minute to receive calls)
- 03 number(s) (2p per minute to receive calls)
- 01/02 number(s) (2p per minute to receive calls)

*Existing numbers*

1.  Add my existing non-geographic number to the service

Number

**n.b we can transfer 08 or 03 numbers from BT, Cable & Wireless and Virgin Media.**

2.  Convert my landline number to a non-geographic number

Number

Porting costs:

Single line	£10
Multi-line	£20
ISDN line with upto 10DDI	£50
ISDN line with more than 100 DDI	£100

**n.b. 01 and 02 numbers that are converted to work with inbound services will be moved onto the inbound network, and will no longer be capable of making calls. The line associated with the number will be ceased. If you wish to retain the line for outbound calls, broadband or other services, please arrange with your line provider to have it renumbered, after we accept your order.**

### Destination

Route my inbound number to

n.b. inbound numbers can be routed to fixed UK landlines and mobiles (15p per min to receive calls) only.

**Tariff & Contract Term Details**  
**(Office Use Only – Please Leave Blank)**

# Order Form

## Section 2 – myinbound.com

I would like to use:

- Contact Point (£0 setup, £5 per number per month)
- Contact Path (£30 setup, £15 per number per month)
- Contact Pro (£50 setup, £40 per number per month)

Extras:

- Voicemail (£0 setup, £5 per month per account, plus storage charges)
- Advance Statistics (£0 setup, £8 per month per account)
- Call Recording (£100 setup, £50 per month per account, plus storage charges)
- Call Whisper (£50 setup, £20 per month per account, plus storage charges)

Storage Costs:

Call Recording Storage	Monthly Charge	Storage
Band 1	£12.00	0.0001Mb to 50Mb
Band 2	£24.00	Up to 500Mb
Band 3	£42.00	Up to 1Gb
Band 4	£72.00	Up to 2Gb
Band 5	£120.00	Up to 5Gb
Band 6	£200.00	Up to 10Gb
Band 7	£360.00	Up to 20Gb
Band 8	£600.00	Up to 50Gb

Voicemail & Announcement Storage	Monthly Charge	Notes
Band 1	£0.00	0.0001Mb to 50Mb
Band 2	£24.00	Up to 500Mb
Band 3	£42.00	Up to 1Gb
Band 4	£72.00	Up to 2Gb
Band 5	£120.00	Up to 5Gb
Band 6	£200.00	Up to 10Gb
Band 7	£360.00	Up to 20Gb
Band 8	£600.00	Up to 50Gb



# Order Form