



## **Non-Geographic Numbers (NGN)**

### ***Frequently asked questions***

#### **Can I keep my existing numbers?**

Yes you can, Non-geographic numbers simply forward to your landline or mobile phone number instantly. There is no limit to the amount of phone numbers you can have to the same target telephone number.

#### **Do I need to purchase any hardware?**

No, all hardware is hosted by the network provider. There is no financial investment required by you to start taking advantage of (08) numbers. This also means that there are no installation costs.

#### **Can you direct calls to mobile phones?**

Yes. Any one of our numbers can be directed to mobile phones, however there are costs involved. If you would like to direct 08xx numbers to a mobile please contact us on 01284 729869.

Forwarding 08 numbers to mobiles costs between 9ppm to 16ppm depending on the number range used and the network that the mobile is registered to.

#### **How long does it take to setup my new number(s)?**

New numbers can often be live the same working day, outside of working hours the activation may take upto 24 hours.

0800 and 0808 freephone number requests may require one of our account managers to contact you to setup a credit account or take a pre-payment for the service.

#### **How much does it cost ?**

In most instances there are no charges to you. If you take a "Free Phone" number then a small charge will have to be paid by you each time a customer calls. Call us to find out just what type of numbers are free and which carry charges and discuss what type of number would best suit your business.

For more information on how a NGN could help your business don't hesitate to contact us, 01284 729869, [info@oceantelecom.com](mailto:info@oceantelecom.com)