

Adodo Consultancy Explains New UK Call Charges

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Tim Glynn, Managing Director of Adodo Consultancy Services Limited would like to remind you that from 1 July 2015, 0800, 0808 and 116 numbers will be free to call from your mobile, as well as from landlines.

The way you get billed for service numbers beginning 084, 087, 09 and 118 will change too. They will be split into an Access Charge from your provider for connecting the call, and a Service Charge from the number you are calling. The Access Charge for calling a service number will depend on which provider you are using. As an example, from an EE phone it will be 44p per minute. To work out the total cost of your call, simply add the service charge to the 44p.

The access charge goes to the caller?s telephone company. The remainder is the service charge; it includes any revenue going to the service provider (that is you, the party being called), as well as revenue going to the ?terminating call provider? (the company which provides the number to you).

The numbers where access and service charges will apply are those beginning 0843, 0844, 0845, 0870, 0871, 0872, 0873, 09, and 118.

The regulator OFCOM are behind the changes.

Consumers have been finding the current system confusing, not least because each telephone company selects its own level and structure of prices ? per call, per minute, and varying depending whether they are included in call bundles. This has resulted in the market not working well for either the consumer or the organisations being called.

If you need help to ensure you are making the most of these changes simply click the links below.

Business Phones

Business Mobiles

Adodo Consultancy Services Limited

0800 849 3333

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Adodo Consultancy Services Limited

The team at Adodo have been helping local businesses grow their businesses for 35 years now. We're a friendly bunch, come join the party.

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