

Update on 0845 Numbers

We have put together a quick update on 0845 numbers to confirm the costs and keep you informed of developments made this week.

What does a 0845 call cost?

All customers can dial their Menzies 0845 number from anywhere in the country at the following costs;

Daytime	3.36p per minute
Night time	1.26p per minute
Weekend	0.85p per minute

Menzies receives absolutely no revenue from calls made to us.

Every Menzies branch except Belfast now has its own dedicated 0845 number. These have been gradually introduced since autumn 2006.

How does the system treat an incoming call?

An incoming call is placed in the queue to be answered by the next available member of the customer service team.

The technical workings of the 0845 number initially meant the introduction of an extra step which is the system 'picking up' the call and informing the customer to "Please wait while we try to connect you".

It was never the intention of Menzies for its customer to incur any additional costs, quite the opposite. Since this problem has come to our attention we have taken steps to work quickly with our telephone provider to change the charging system.

As of January 30th 2007 the "please wait while we connect your call" message currently heard when calling a 0845 number will be removed. Callers will only hear ringing as per a normal telephone call. This will affect all the 0845 numbers currently in use by Menzies Distribution.

In addition to the removal of the above message, callers to 0845 numbers will not be charged from the "please wait" message. Instead charging will begin only when the call is answered by the relevant branch or Contact Centre (by a call handler or electronic message).

The current busy message will remain and customers calling the 0845 will still hear this if their call is not answered in 30 seconds. However, the busy message will now confirm that "You have not been charged for this call".

January 29th 2006