



# First For Business

Due to our extensive experience we understand that managing the cost of mobile calls is becoming increasingly difficult as well as emerging technologies bringing confusion to the market place. That's why, together with O2, we're bringing you 'First For Business', a tariff specifically tailored for the business user and a level of service and client management that is second to none.

## How Direct Response supports its customers

### Integration

We have the ability and in-house expertise to integrate both mobile and outgoing calls with a high level of resilience. This also means you'll receive one bill for all calls, enabling you to keep track of your mobile fleet and each mobile handset.

### Dedicated daily point of contact

Some service providers have struggled to provide a level of client management that business users demand. Our highly trained client managers provide one point of contact for any advice and operational support. This also includes a team of office-based client executives who provide a further level of support, as well as a team of mobile specialists and project managers, guiding and supporting you through every stage of the connection for complete peace of mind.

### Client Services

Our experienced mobile Client Services specialists will also assist in:-

- New connections, equipment and accessory orders.
- Arranging nationwide car kit installations.
- Complete handset support from repairs to delivery enquiries, including end-user support to your staff directly.
- Insurance claims and billing queries.
- 24 hour fault reporting, with on-call managers to assist with any urgent calls or requests

It's easy to make savings. Setting up First For Business is simple; just contact our Mobile Specialists and provide a list of mobile and company numbers to be included on your dial plan.

### Summary

- Two or more mobile handsets.
- Up to five different PSTN numbers.
- A total of 250 existing office extension numbers (DDI's), including up to five different number ranges and regions.
- Option to allocate extension numbers to each mobile phone to benefit from short code dialling.
- Flat rate prices across peak and off peak calls.
- Option to allocate a '0' to a switchboard/reception number.
- Users will be able to take advantage of all the usual 'short code services', such as Group Conferencing, Trafficline, etc, by adding a '9' prefix. The only exceptions to this are as follows:

Emergency Services	112	CLI Suppression	141
Emergency Services	999	Voicemail 901 Retrieval	901

### Benefits

#### • Cheaper business calls

First For Business links your business mobiles and fixed lines into one virtual private network, offering cheaper calls between your mobiles and calls from your mobiles back to the office.

#### • Enhanced communications

Each mobile is assigned a short dial extension to fit in with your existing office dial plan, making it easier for staff to contact each other.

First For Business also enables users to set up conference calls between up to nineteen other people, fixed or mobile. This can be a major benefit in terms of saving time, fuel and other expenses usually associated with staging face-to-face meetings.

### How it works

