

## Carrier Pre-Selection FAQ's

If you have a business BT line you are now able to benefit from up to 30% cheaper calls with Interchange more easily. You will not have to dial any extra numbers or use an adaptor. This is called 'Carrier Pre-Selection' (CPS).

This FAQ paper explains the changes and what CPS From Interchange means for you if you have a BT line.

### What is Carrier Pre-Selection?

Carrier Pre-Selection (also known as Least Cost Routing) is a government initiative managed by Ofcom designed to ensure that customers are able to benefit from the lowest rates available in the market for phone calls rather than being tied to standard BT call rates.

Currently, organisations that take their telephone line from incumbents, such as BT, need to dial a three or four-digit access code in order to route calls to their chosen operator. This is known as 'indirect access'.

There is no inconvenience involved with CPS, no autodiallers, manual prefixing or PBX reprogramming: you keep your existing number and continue to make telephone calls as usual. In short, CPS enables you to make significant savings on phone calls without any disruption to your telephone service.

CPS can now be used to get the most for your money on all calls including local, national, international, calls to mobile phones, special tariff calls (for example: FreePhone, Local Rate, National Rate and Premium Rate), personal numbers and paging.

BT will still own, run and bill for the physical phone line. Your phone number will remain the same and you will simply receive a separate bill for call charges from each different provider that you use.

### How Does it Work?

Carrier Pre-Selection uses automated network access technology, so traffic originating from your site will be routed directly to your chosen network without any need for prefix codes. The "selection" of the preferred provider is done automatically at point of entry (the local exchange) to the public voice network.

Certain types of call are not carried via CPS, regardless of the call option selected, as they are BT services and included in the rental charges. These include calls to emergency numbers, operator assistance, directory enquiries and number ranges used for flat rate Internet access (those starting with 0844 04 or 0808 99). You will continue to have access to these services and any charges will appear on your BT bill.

If you have more than one phone line, you can choose different CPS call options for each. However, all extensions on the same line must have the same CPS option.

### What if BT doesn't provide my phone service?

Kingston Communications is currently the only other company that has to let its competitors provide CPS (and only to its customers in the Hull area - therefore please note that any reference to BT in this document can also apply to Kingston in the Hull area). Other companies, such as cable TV companies and mobile-phone companies, can choose whether to offer you CPS, although call types and combinations of calls may be different. If you are thinking of switching from BT, you may want to check whether your new supplier offers CPS, and in what form.

### What are the benefits of introducing CPS?

CPS offers many benefits including:

- Improved Service Levels - CPS is a more robust method of providing indirect services, than "smart" equipment and Least Cost Routing (LCR). The result is improved delivery of lower cost telephone calls.
- No connection fees or extra monthly charges

- Reduced Call Costs - CPS guarantees 100% call routing of the appropriate calls from all recorded CLI lines. You will benefit from Interchange's competitive call charges and know that all calls will be automatically routed via Tier-1 operators saving up to 30%.
- Convenience - No longer will you have to suffer downtime during installation; multiple engineer visits or be concerned about incompatibility problems between the different types of equipment that are installed as part of LCR solutions.

## How do I benefit from CPS?

CPS means you can choose services from a different phone company using your existing BT line. As a result, you may pay less for your phone calls. Even if you have a BT line and are already using services from other companies, CPS may be a more convenient way of doing this.

## What types of call can I make using CPS?

There are four options for the types of call you can make using CPS (although some companies might not offer all four options). The four options are:

- international calls;
- national calls;
- international and national calls; and
- 'all calls'

'International calls' means calls to the Republic of Ireland and overseas.

'National' calls means calls to UK national numbers: this does not include calls to mobile numbers, local calls or calls to specially-tariffed numbers such as national rate 0870 numbers.

The 'all calls' option includes:

- local calls;
- national calls;
- international calls;
- calls to mobile phones;
- special tariff calls (for example, freephone, local rate, national rate and premium rate);
- personal numbers; and
- paging.

Certain types of call are not included within CPS, no matter which option you choose. These are calls to emergency numbers, operator assistance, directory enquiries and number ranges used for flat-rate Internet access – those starting with 0844 04 or 0808 99. However, you will still have access to these services as you do now - they will appear on your BT bill rather than your CPS provider's bill.

## How does CPS differ from previous methods?

Previously, when you order indirect services from Cable & Wireless you will have smart equipment fitted to your BT Network Termination Equipment (NTE) on-site by an engineer.

CPS is a better alternative to previous indirect access methods, because it routes calls at your local switch (BT does the work on behalf of Interchange). The switch is programmed to acknowledge that relevant calls from your business should be routed via a different (and cheaper) network when they arrive at the local exchange. The re-routing of calls from the BT network to the alternative network is seamless, there is no downtime and you do not need an engineers visit. On-site visits are only necessary when de-programming of least-cost routing on Customer Premise Equipment (CPE) is required.

## Will I need any new phone lines or equipment?

BT will still own, run and send you bills for your phone line. Your phone number will not change. However, you will get a separate bill for call charges from each different call provider that you use.

If you have more than one phone number and line, you can choose different CPS options for each line. However, all extensions on the same line must have the same CPS option.

## What if I only change my phone number?

If you are just changing your phone number, but not your address or CPS options, you can keep the CPS service without going through the original setting-up process again. You will need to contact your CPS provider to ask them to move the CPS service to your new number.

## What if I have any other questions?

If you have any other questions about CPS and the savings available for your business, just call the CPS Admin Team on 08700 716716, or email [CPS@InterchangeGroup.com](mailto:CPS@InterchangeGroup.com) and we'll get straight back to you.

## What if I want to sign up now?

To get the benefits of CPS cost savings, all you need to do is:

1. Sign and return the Interchange CPS agreement; and
2. Agree to the BT confirmation of the changes

You can get the forms from our website at <http://www.interchangeconnexions.com/cps.html> or you can contact the CPS Admin Team on 08700 716716, or email [CPS@interchangeconnexions.com](mailto:CPS@interchangeconnexions.com), and we will help to ensure that installation is carried out as quickly as possible once the confirmation slip has been returned to BT.

## What if I want to review all my telecommunications costs?

New technology has moved the goalposts in terms of feasibility and costs so many companies can now achieve things that were impossible even a year ago.

The right communication strategy supports and enables business change. That is why it is important to understand the new issues behind today's telecommunications technologies, mobile working and other changes in your business.

It is not unusual to see reductions in total Telecommunications costs by up to 30% resulting from a strategic communications audit from Interchange Group.

The Communication Audit is designed on a flexible model to use any quantitative data you already have, fill the gaps and add qualitative assessment. It provides a unique platform to develop a communication infrastructure designed to deliver not only efficiency and effectiveness but also business benefits.

To find out more visit our website at <http://www.interchangeconnexions.com/communicationsaudit/index.html> or email [info@interchangeconnexions.com](mailto:info@interchangeconnexions.com).