

BlueSaffron Phone™

Frequently Asked Questions (FAQ)

| Question | Answer |
|--|--|
| <i>Q: I am safe with BT: am I running any risks using other suppliers?</i> | A: Many companies in your sector are already using other suppliers. The technology, infrastructure and processes are proven and robust. |
| <i>Q: Will it change my BT lines?</i> | A: No, it still uses your BT lines. |
| <i>Q: What happens to my volume discount from BT?</i> | A: Blue Saffron's rates will typically improve significantly on any current discounts you enjoy from BT. |
| <i>Q: Can Blue Saffron terminate mobiles more cheaply?</i> | A: Yes, almost certainly. |
| <i>Q: Will I lose my BT services, such as 1471, voice mail etc.?</i> | A: No, you can continue to have them provided by BT, and they will be charged on the BT bill. This includes 141, 1471, 1571 (Call Minder), Ring Back, Call Diversion, and Call Forwarding. |
| <i>Q: Will I continue receiving bills from BT?</i> | A: You'll continue to receive a bill from BT for your line rental together with calls such as those to directory assistance and other services, such as Ring Back (1471). |
| <i>Q: What will appear on my BT bill?</i> | A: BT will continue to bill you for your line rental, for calls such as directory assistance and for any Select Services such as Call Minder or Call Display. |
| <i>Q: Can I still withhold my number when making outbound calls?</i> | A: Yes. End users can continue to use the 141 service to withhold their number. |
| <i>Q: Can I still bar calls?</i> | A: Yes, we can apply barring to your phone lines when we set the service up. |
| <i>Q: I am a cable customer, can I still use the service?</i> | A: Yes, but typically there will be a need for some minor reprogramming of hardware. |

