

BUSINESS NUMBERS

The easiest way to stay in touch with customers.



Would you like to offer your customers an easy way to contact you by phone? Or does your company generate revenue with content and services over the phone?

With Business numbers, you have the perfect tool at hand to maintain precise control over incoming calls. Business numbers are routed to regular geographic phone numbers based on various criteria, such as origin, time, etc. You decide for yourself which numbers these are.

Overview of the offers:

Business 0800 Freecall (toll-free numbers)

Demonstrate how close you are with your customers and how much you value them. Calls to Business 0800 Freecall numbers are toll-free. Whether customer service, tourist information or the central booking office: Callers are not charged when making calls to your company.

Business 084x Numbers (shared-fee numbers)

Create new means of contact, e.g., for your ordering service, taxi control center or your technical support line. You can be reached throughout Switzerland under a standardized, location-independent number. Calls to Business 084x numbers are billed to your customers at the standard national rate. As the operator of a 084x number with forwarding to a Swiss landline number, forwarding does not cost you anything.

Business 090x Numbers (value-added service numbers)

Leave the collection of value-added fees to us: Calls to Business 090x numbers incur higher charges for callers. These are the marketing, sales and conversation numbers that your business uses to generate revenue. The callers pay an increased price per minute or a mixed rate per call and per minute. UPC Business offers 090x numbers for the following categories:

Business 0900 market

Your hotline for all business and marketing campaigns. Use your 0900 number to sell offers by phone – from ticket hotlines and information on specific topics to the support number of your service department.

Business 0901 shop

The good vibe offer. Rely on your 0901 number if you want to host games, competitions and votes or, for example, run a dating line.

Business 0906 adult

Heat up the phone line. One-on-one smalltalk and erotic chat are just a 0906 number away.

Standard features

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| Network & Accessibility | Convenient accessibility throughout Switzerland under a single number |
| Capacity | Flexible usage of de facto unlimited voice channel capacity |
| Hosting | Activation of your INA number, which you received from the Federal Office of Communications (OFCOM) (Individual Number Allocation) |
| Number porting | Transferring over INA numbers from your previous provider |
| Collection | UPC Business assumes responsibility for immediate billing and collection of charges |
| Productivity | Heightened productivity with minimal investment |
| Routing | 1:1 forwarding to a geographical phone number |
| Service and Support | Incident acceptance 7 × 24: 365 days/year |

Options

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| Online Routing Manager | Routing changes to your business numbers in real time or at a plannable time via the UPC Business Portal (SBP) |
| Routing options | Complex routing plans complement the 1:1 forwarding option (e.g., time-dependent routing, caller number-dependent routing, overflow routing with individual announcements, etc.) |
| Statistics & Evaluation | You can use the online routing manager to make a detailed evaluation of your calls (e.g., missed calls, call time and duration, caller number, call price, etc.) |

Die Angaben in diesem Dokument stellen kein verbindliches Angebot dar. Änderungen sind jederzeit vorbehalten.