

2nd April 2010

TTNC provides help to former Global Communication Solutions Limited (GCS) customers

Global Communication Solutions Limited (GCS) were placed into Administration on 23rd March 2010 following formal demand for payment of outstanding debts. Because of this, nearly 10,000 small to medium sized businesses lost the use of their telephone numbers and call diversion services.

There is always a cost related to these call diversion services for which GCS were responsible. TTNC have always billed them for these costs.

TTNC is an Ofcom regulated Telecoms Network Operator and we were supplying telephone numbers and call diversion services to GCS. We have been working to establish how to help customers of GCS, in consultation with Ofcom (the UK Communications Regulator) and Otelo (the UK Telecommunications Ombudsman).

This document has been issued to clarify the current situation and to inform GCS customers of their options, one of which is to re-activate your number through us at TTNC which should take you no more than 5 minutes (please contact us by telephone).

How to re-activate your number and your options

If you have a number from GCS you have 2 options;

1. Re-activate your number (please contact us by telephone)
2. Stop using the number

1. Re-activate your number through TTNC

As these numbers were allocated to us (TTNC) by Ofcom and we supply the technology that connects them to the telephone network, you can reactivate your numbers with us in less than 5 minutes (please contact us by telephone).

If you've looked at our costs before, you may be interested to know we've recently reduced the rate for diverting calls to mobiles by 2p per minute.

So, for example, to divert calls from an 0800 number to a mobile, this is now at a rate of 14p per minute (down from 16p per minute).

This is across the board, for all numbers and all customers. This isn't a special offer; it's our new rate and we guarantee that it will never increase.

You will be responsible for paying the future call charges on your number which GCS previously paid on your behalf. You will not be asked to pay for any previous call divert costs, nor will we ask you to pay for the number again. There is no contract or monthly service charge.

Once you have completed this process, your number will be made live and you will receive an email with login details to our online control panel - the Novero Platform - which allows you to manage your number, change diversion settings, view call statistics and Top Up your account. The Novero Platform is provided free of charge to all of our customers.

2. Stop using your number

If you don't intend on using your number any longer, just email us at sales@ttnc.co.uk to let us know. We will be auditing the GCS account and recycling any unused numbers after a quarantine period.



Telephone: **0800 468 1000**

Fax: **0845 468 1001**

Email: **sales@ttnc.co.uk**

Web: **www.ttnc.co.uk**

About TTNC

TTNC is an Ofcom regulated Telecoms Network Operator and we were supplying telephone numbers and call diversion services to GCS.

We are not related or connected to GCS in any other way; this can be easily verified by contacting [Ofcom](#), [Otelio](#), [Companies House](#) or by visiting the [UK Business Forum](#) web site.

We are a fully regulated and established company with Network Operations Centres in London and administration offices in Chelmsford, Essex and Stockholm, Sweden.

We provide services to over 70,000 end users and have many corporate customers including:

Barclays Bank, Thompson Directories, the NHS, Local Councils, the Federation of Master Builders, Deed Poll Services and many other household names.

We hope that this document provides you with some useful information and that you can now make an informed decision about what to do next.

Kind regards - TTNC Limited