

## IMPORTANT NOTICE:

### 0845 Regulated Rate Changes Effective 1st November 2011 - Confirmation of your new 0845 Inbound Rates

As a valued customer that takes our 0845 translation services, we would like to make you aware that we have recently received notification that the BT 0845 call discount has increased from 31.22% to 40.60%. This means that BT now has an increased percentage of their customer base on inclusive calling packages where calls to 0845 are free. The resulting impact is that this reduces the 0845 revenue that BT receives and the subsequent amount that they can pass through to Nexus. **This will take effect on 1st November 2011.**

Unfortunately we are unable to prevent this BT rate change passing through to you. It is also very likely that there will be further adverse changes to you in the future as BT increases the volume of their calls that are included in their inclusive calling packages with free 0845 calls. We expect further adverse changes in 2012, thereby creating a high level of uncertainty around your 0845 pricing in the future.

This announcement gives you formal notification of the change in your 0845 tariff as laid out in your terms and conditions. These new rates for 0845 are outlined below and will automatically apply to your agreement, replacing the current 0845 rates, from 1st November 2011.

#### PRICING FROM 1st NOVEMBER 2011:

CHARGE PERIODS	DAY 0800 TO 1800 Monday - Friday	EVENING 0000 TO 0800 1800 TO 2400 Monday - Friday	WEEKEND 0000 TO 2400 Saturday & Sunday
Revenue share pence per minute.	0.00	0.00	0.00

**Note** - These prices apply to UK originated traffic terminating to UK geographic number (01 or 02). Additional charges apply for termination to UK mobile or International numbers.

#### ALTERNATIVE OPTIONS

If you have not already done so, we recommend that you take this opportunity to assess your current numbering strategy and consider moving to alternative number ranges. For example, moving your numbers to 0844 or 0871/0872 will mean that you will receive higher revenue share payments than 0845 numbers. Please contact [sales@nexusuk.com](mailto:sales@nexusuk.com) or call us on **0844 414 2001** to discuss your options.

#### HERE TO HELP

Nexus is here to help you assess your options and choose the correct number range for your business. If you would like any further help, support or information, please do not hesitate to contact your account manager.