

Talk

Guidance on the use of Operator Services

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This document has been created to give advice and guidance for when you use the Operator Service from your **talk** landline. If further advice is needed please contact our Customer Services team on 0845 678 0053.

Operator calls are those made to an Operator Service for help with either UK or International calls. There are 3 different Operators available depending on what service is required. There is no charge for calling the Operators below but charges are likely to apply if you ask the Operator to connect your call.

Operator type	Number
UK	100

Use this option for help in locating a UK based number e.g. a number beginning 01, 02 or 0845.

International	155
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This option can be used for help with International calls i.e. to destinations outside the UK.

Special Assistance	195 or 198
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For customers who have difficulty using their telephone service (for example disabled or vulnerable customers) and require help, you can use the Special Assistance Operator.

The Operator may give you a choice of either:

1. The Operator connecting you to the number you require; or
2. The Operator providing you with the number you need so that you can dial it yourself.

If you choose the first option, additional charges are likely to apply for using the Operator's connection service.

These charges are broken down into a connection charge when the operator puts you through to your number plus call charges based on the type of call and its duration. They are payable **in addition** to the **talk** charges applying to the call.

Example Charge Calculation - Operator Connected Service

1. Call to operator (free) + Operator Connection Charge[^] + Operator Call Charge[^] for the duration of required call + **talk** call charge* for duration of required call = Total Call Charge

Example Charge Calculation - Dialed directly from your talk landline

2. Call to operator (free) + **talk** call charge* for duration of required call = Total Call Charge

Reverse Charge Call

Reverse charge service providers can connect a telephone number where the receiving party pays the call costs. Charges for receiving this type of call can be significantly higher than standard call rates. Reverse call charges can include call connection charges and subsequent pence per minute costs.

Example Charge Calculation - Operator Connected Service – Reverse Charge Calls

1. Incoming call from operator (free) + Operator Service Charge[^] + talk call charge* for duration of the required call = Total Call Charge

We recommend that you ask the Operator to clarify the charges for their services so you are able to make an informed decision on which option you would prefer.

UK Operator Connected Services

Dial **100** to use this service. Call charges will only apply if you are connected by the operator to your chosen destination telephone number. Different charges will be incurred depending on the telephone number requested.

International Operator Connected Services

Dial **155** to use this service. Call charges will only apply if you are connected by the operator to your chosen destination telephone number. Different charges will be incurred depending on the location of your requested country.

Special Assistance Operator Connected Calls

For customers who require Special Assistance there is a specific Operator Number. To use this service please dial **195** or **198** to access the Operator. There is no charge for the call to the Special Assistance Operator. Different charges will be incurred depending on the telephone number requested.

*For full information on **talk** call charges, please see our Price List available on our website <http://www.swalec.co.uk>
^ Details of the charges for Operator Connected calls are not set by SWALEC but can be found at <http://www.serviceview.bt.com/list/public/homepage.htm> September 2010.



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