

New Solo Business rules – 1st July 2009

From the 1st July there will be some changes to the Business Solo rules.

Business Solo has been designed specifically for sole traders/small business customers. Customers wishing to add multiple subscribers to an account should select the appropriate Business Sense plan, designed to offer great value for larger businesses or those wishing to call free between colleagues (CUG).

In order to ensure good customer experience and to ensure customers are sold appropriate plans for their size of business we will be introducing a new policy on Business Solo. This policy will restrict the number of multiple Business Solo subs that can be added to an account at point of acquisition.

In addition to this there will also be some changes to new customers. From the 1st July the maximum number of multiple Solo tariffs that can be added to a customer will be 10. Customers that are requesting more than 10 multiple Solo tariffs MUST be sold the appropriate Business Sense tariff.

Re – signing customers will be able to retain the previous account structure regardless of whether they have 10 + Solo subs. Customers should however be recommended to take a shared plan (Business Sense) at point of re-signing.

Existing customers who wish to add to fleet in-life can add additional Solo subs onto their existing account.

If you have any questions, please feel free to contact your Orange Key Account Manager