Your non-Geographic Numbers, 1850 & 1890 are changing.

From 1 January 2022, the number of Non-Geographic Number (NGN) ranges will reduce from five to two.

The 1850, 1890, and 076 NGN ranges will be withdrawn and from 1 January 2022, only the 1800 and 0818 NGN ranges will remain.

Why are NGNs changing?

Non-Geographic Numbers are changing to improve end user understanding and, in turn, help drive calls to your contact points.

If your organisation uses an 1850, 1890 or 076 NGN you will need to switch to a new number before 1 January 2022.

We're withdrawing services to all 1850, 1890 and 076 numbers on 31 December 2021.

We’ll be stopping our provision of services to non-geographic numbers (NGN) beginning with 1850, 1890 and 076 on 31 October 2021.

This means that from 31 October 2021, callers won’t be able to reach your existing 1850, 1890 and 076 numbers. If you have advertised these numbers, such as on a website or in marketing material, we recommend you allow plenty of time to update them and tell your users know about your alternative contact details.
What number will work best for you and your callers?

**1800 Freephone**
Free to call. There are now significantly reduced charges for receiving 1800 calls.

**0818 Standard rate**
Calls are included in customers call bundles or charged at the standard rate.

You will be able to operate the old and new numbers in parallel until the 31st October 2021.

After that date, your old numbers will stop working. For example you could change over your website and marketing material to a new 1800 or 0818 number quickly, whilst customers calling your old 1850, 1890 or 076 number on existing marketing material in circulation will still get through until the end of October.

Why is BT stopping its services on the 31 October 2021 when the ComReg date is the 31 December 2021?

We’re working to the Regulator’s recommendation to close the old numbers on the 31 October.

A major switch off of this scale on New Year’s Eve, going into a public holiday, is not a good time for a major network change. In the unlikely event of any problems, it would be much harder to manage compared to a normal working period, where will be able to resolve any issues much quicker, and have more options available to us which won’t exist after 31 December.

What do I need to do now?

Please contact BT Ireland through your account manager, or email client-services@bt.com, to discuss your preferred options/plans and how to manage the change from an existing 1850, 1890 or 076 number to an alternative such as 1800 or 0818.

Remember, from 31 October 2021 callers will be unable to reach your existing 1850, 1890 and 076 numbers so you need to arrange to replace any that you need.

My organisation uses an NGN starting with 1850 or 1890.

Contact your operator now to switch to an 1800 or 0818 NGN.
My organisation uses an NGN starting with 076.
Contact your operator now to switch to a Geographic Number or, for inbound calling only, an 1800 or 0818 NGN.

My organisation uses an NGN starting with 1800 or 0818.
You can continue to use the number as usual.

Please contact us or your network operator to arrange to have your number changed. The sooner you switch, the more time you will have to find a number that suits your needs.

1800 and 0818 numbers are assigned on a first come, first served basis. An 1800 and 0818 number search facility is available here.

For more information, please go to this ComReg link: https://www.comreg.ie/ngnreview

For alternative options, please contact your BT account manager or email us at clientservices-ire@bt.com

In the meantime, thanks for continuing to use our services.