



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The 1850, 1890, and 076 NGN ranges will be withdrawn and from 1 January 2022, only the 1800 and 0818 NGN ranges will remain.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

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.

What do I need to do now?

Talk to your account manager or email us at clientservices-ire@bt.com about your number options (1800, 0818 or geographic numbers).

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.