



## IMPORTANT INFORMATION

We have just learnt that BT has made the following subtle yet significant changes to their business tariff:

1. Local Peak rates have increased from 4.5ppm to 5.5ppm
2. Local Off Peak and Weekend rates have increased from 1.25ppm to 1.5ppm
3. National Peak rates have increased from 9.0ppm to 9.99ppm,
4. National Off Peak and Weekend rates have increased from 4.5ppm and 1.75ppm to 5.5ppm and 2.0ppm
5. Mobile rates for Vodafone, o2, T-Mobile, Orange have increased from 11.7pmm to 12.9pmm (3 is charged at 16.7ppm)
6. All international rates are subject to an increase of around 20%.

As part of our ongoing support, we have posted an updated tariff on our website ready for you to download.

If you use the BT tariff for call charging we recommend that you install this tariff immediately and backdate the call charges to 1st June 2009.

Providing that you are using a recent version (1.6.4 or later), this can be done by:

- Closing all other copies of the ELEPHANT CALL MANAGEMENT SYSTEM
- If LOG CALLS is running press STOP LOGGING
- Select FILE - WEB UPDATE
- Press OK to download update

If the above procedure does not work please click [here](#) to download the instructions.

You will need a password for the manual updates, please call the ELEPHANT CALL MANAGEMENT SYSTEM helpdesk on 020 337 13333.

The automatic update procedure will run and ELEPHANT CALL MANAGEMENT SYSTEM will restart displaying the database update screen.

- Press UPDATE
- Select FILE - RECALCULATE COSTS to June 1<sup>st</sup> 2009

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