

# Calls to non-geographic (special) numbers

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## **What are the calls to non-geographic numbers?**

These are the calls made to the phone numbers that are not linked to any specific location. They might be for example calls to data, entertainment or information lines, etc. Please note that the charges for such calls might differ depending on the phone number.

## **What are the calls to special numbers?**

These are the calls made to service numbers, e.g. helpdesks, information lines etc.

## **Why do I have non-geographic/special calls listed twice on my invoice?**

As of 1<sup>st</sup> October 2015, the reform of SVA (Value Added Services) numbers has been introduced to regulate the way customers are being charged for calls to numbers ranging from 0800xxx to 0899xxx.

That is why on your invoice you can see the cost of calls made to special numbers divided into two parts:

- the cost of routing the call ( C ) to reach the desired service,
- the cost of the service ( S ) itself.

The pricing of such calls depends on the category they belong to.