

# Surrey County Council's phone number change

## Information sheet

### **What's changing?**

Surrey County Council's telephone number is changing from 08456 009 009 to 03456 009 009.

Seven new 0300 numbers are being introduced at the same time which will allow callers to go directly to the service they need and will be answered with the name of the service, for example "Good afternoon, Surrey library service".

These numbers are:

Libraries	0300 200 1001
Registration	0300 200 1002
Roads and transport	0300 200 1003
Schools	0300 200 1004
Adult social care	0300 200 1005
Children's social care	0300 200 1006
Jobs	0300 200 1007

### **Why is the number changing?**

The change will save residents money, take away the confusion around call costs and answer those residents who have expressed concern over the cost of calling Surrey County Council.

### **How much will calls to the new number cost residents?**

Calls to an 03 number from any network will cost no more than those to 01 or 02 numbers. 03 numbers are also included in most call packages.

### **When will the change happen?**

The new numbers will be live from 1 December 2008.

### **Will the old number still work?**

Yes, the old 08456 009 009 won't be switched off for up to five years. After this time callers to this number will hear a recorded message asking them to call the new number.

**Will it cost a lot of money to reprint everything?**

Because the old 08456 009 009 number won't be switched off for up to five years Surrey County Council will have plenty of time to update all the places where the old number is listed with the new numbers without incurring additional expense. Material will only be updated as and when it would normally be renewed or refreshed.

**How are staff and residents being informed about the change?**

Surrey County Council are using Surrey Matters, district and borough resident magazines, bus stop posters, local media and other pre-existing, free or low cost channels to get this message out to residents. The telephone directory listings and adverts will be updated when they need replacing.

An internal communications campaign is also being carried out to make sure that Surrey County Council's managers, staff and members know that the change is happening and what needs to be done as a result of the change.

**What do I need to do?**

Take stock of any places where you list Surrey County Council's old number and make a note to change it when you next refresh or reprint.

Please do not arrange for anything to be reprinted just because the number has changed. The old number will still work for up to 5 years.

Start using the new numbers from Monday 1 December 2008.

**Who can I contact for more information?**

Contact: Judy Williams  
020 8541 7798  
[judy.williams@surreycc.gov.uk](mailto:judy.williams@surreycc.gov.uk)