





## Trusted Callers

We keep your contacts on our system so that when you call, our telephonists can put you through. You can call us at any time to add, delete or change the names of the people we keep in your list but to get us started please fill in the form below with the names and numbers for those people you are most likely to call.

If you already have your numbers on a computer and want to send them to us to save writing them out please call us and we'll explain how to do it.

For each person please give us the first name, last name and any other information that you might use to refer to them or their number such as "work mobile", or "Grandson". Fuss Free Phones is not an emergency service, it's something to use regularly rather than have "just in case". We however ask you to let us know who we put you through to if there is an emergency.

You can have as many contacts as you like. Feel free to add more by copying the form, or just clearly writing them out. We're not fussy!

First Name																			
Last name																			
Notes																			
Phone Number																			
Is this a person we should call in an emergency? Please tick Yes <input type="checkbox"/> No <input type="checkbox"/>																			

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## Costs, extra minutes and cancellation

You get 600 minutes each month, which we have found is more than enough for the vast majority of users but if you do run close to the limit we'll call and warn you. Additional minutes cost from 10p each, when we call we'll discuss how many you might need. You will never be charged without us asking you first.

Text messages sent either from your Fuss Free handset or through the telephonists are unlimited.

Calls to overseas and premium rate numbers need to be made through the telephonist who will explain what it costs before putting you through. After the call we'll phone you, explain what the call has cost and bill your card separately.

Calls to the telephonists are included in your minutes and the No Nuisance Calls service is free.

If you need to cancel we'll make that as painless as possible. Just call us and we'll stop the billing straight away. There is no minimum contract or notice period. We cannot however "port out" numbers to other networks. If you have any questions just call and speak to one of our friendly telephonists.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_