
Benefits

Citrus Talk Benefits

Here are a selection of benefits to using our services. If you have any specific questions you would like answered then please feel free to call or email us at anytime.

Saving money compared to BT Standard rates is easy to do. Below is a summary of how we achieve them and how you can be saving within 10 days.

Guaranteed savings on your current phone bill

We are so confident that you will save money compared to standard BT rates we will refund double the difference if you find us to be more expensive on your whole phone bill.

Local and National Calls Treated the Same

Why should you have to pay more to call someone 200 miles away as opposed to 2 miles away, or only gain cheaper calls to someone on the same network? Our talk service has removed these barriers regardless of who you call, the network they are on, or the time of day.

Save up to 10% on Mobile calls to all UK networks

Although the savings may not be as impressive as calling landlines, mobile phones are now firmly a way of life and if you call mobile phones regularly from your landline such savings will make a difference.

Also look at our desktop SMS service to lower your fixed line to mobile call costs.

With many myths surrounding leaving BT here is a simple overview of some of the common questions we get asked.

Keep the Same Phone Number

One of the myths associated to moving away from BT is that you will lose your phone number. This is simply not the case. The only difference to you will be your phone call charges will be billed by us, and routed through our tier 1 networks. BT will still look after and maintain any faults in the line, as well as bill you for your line rental subscription charges.

Keep Existing BT Services Such as 1571 & 1471

All the services you have become familiar with such as 1471, 1571, and call divert are automatically transferred as well without any additional charges. If you have any specific requirements please contact us to discuss.

High Quality Calls

We don't pretend to be the cheapest in the market, instead we prefer to be able to keep our staff in the UK, and use high quality carriers. This is provided without the need to route your call around the world several times, or hold you in a queue to ask a simple question. You will be provided with a first class service with your own account manager should you have any questions.

We are proud to be able to run the majority of our services ourselves without the need to ask for third party assistance. All systems and services have been designed and developed in-house to provide our customers with the services they request.

No Setup Charges, Monthly Subscription Costs, or Minimum Contracts

We do not operate any form of long-term contracts, call setup or minimum call charges. You pay per second and only for the time you spend speaking on the phone. We operate a completely open policy with our users. All prices are openly published on our website for download and review at anytime. If you are provided with a custom tariff by Citrus Interactive you can see confirmation of your tariff rates online via your control panel at all times.

Itemised Billing & Control Panel

All invoices and itemised bills are available for download at anytime, from any place, using our own in-house designed control panel. We operate a paperless office and are proud of our achievements. The fact the system has been designed in-house and not reliant on any third party billing software is that we can design and develop features that our customers would like to see, giving us an unrivalled flexibility. This is provided to call customers at no extra charge.

A recent development now allows you to view the calls made the previous day. Every 24 hours we will update and allow you to review calls and their associated costs.

Call Interrogation and Statistics

All Citrus Interactive customers have access to a powerful search facility which allows them to pull off very specific information about the calls made from their accounts. It is a facility which is provided completely free of charge. [CLICK HERE](#) for more information about this unique feature.

No Outsourced Call Centers

All calls are handled by our own staff based in Huddersfield. There are no premium rate numbers or 'press 2 for' options to get through to someone. All customers are assigned their own account manager should you have any questions.