

Guild of One-Name Studies - freephone numbers

The Guild of One-Name Studies can now be contacted via its freephone/toll-free numbers in the UK, North America and Australia.

The Guild is thought to be unique among genealogical organisations in providing a UK telephone helpdesk to which calls can be made completely free of charge from all UK landlines. Available for seven days a week, 365 days a year, it provides a much-appreciated service for the use of both the general public and members of the Guild. Launched in early 2005, the helpdesk Freephone number **0800 011 2182** has now become familiar to most of our members, appearing on the front page of the Guild's website and in all of its publicity material. Earlier this year, the toll-free number **1 800 647 4100** was launched to provide both the public and Guild members throughout North America, with direct access to the Guild helpdesk and is proving to be equally successful.

The North-American number is currently being answered in America during the day (US time zones) and in the UK at other times. The Guild have now introduced a free phone number in Australia - **1800 305 184** which is being answered in Australia during the day (Australia time zones) and in the UK at other times.

More Than A Friendly Voice

Manning the helpdesk has certainly not been without its lighter moments. For example, since the North American toll-free number was launched, a number of calls have been received in the middle of the night from various gentlemen asking to be connected to someone called Jacey Penny. It had initially been presumed that she was a lady of ill-repute but later, upon questioning some of the callers in detail, it was discovered that there is a chain store in the U.S.A. known as "J. C. Penney" which proved to have a similar toll-free telephone number to that of the Guild.

The Guild of One-Name Studies considers that its helpdesk has an extremely rosy future and will provide an easy opportunity for members of the public in the UK, North American and Australia to call the Guild to find out:

- more about undertaking a One-Name Study
- the benefits of joining the Guild of One-Name Studies, and
- the assistance members of the Guild can provide to anyone researching their family history on any of the 7,800 plus names currently being researched

Roy Rayment, Guild's Front Office Manager, said today,

"The extension of the Guild's freephone/toll-free numbers to both North America and Australia should enable anyone to contact the Guild to make enquiries about the Guild, on undertaking a One-Name Study or on contacting our members regarding a surname being researched."