



# FIXED LINE ADDITIONAL SERVICES GUIDE



## 01 | SERVICES INCLUDED WITH ACN LINE RENTAL

## 02 | SUPPLEMENTARY SERVICES

This informative guide outlines all the additional services available with ACN Line Rental and how you can use them to add value to your telephone service.

Some services are automatically included with ACN Line Rental at no additional charge and can be activated manually via your phone or by calling Customer Services. Other services have a monthly fee or are available as a pay per use service. Services with a monthly fee must either be requested on your Telephone Service Agreement or by calling Customer Services. Services that have the option of paying per use can be activated manually.

Please note that you will need a phone with \* and # buttons that make musical tones when you dial to use these services. If you hear clicks instead of tones, check the dial setting switch which is usually on the side or base of the phone.

## 01 | SERVICES INCLUDED WITH ACN LINE RENTAL

These services are included with ACN Line Rental at no additional charge but may incur call charges when used.

### 1471

#### KNOW WHO WAS TRYING TO CALL YOU

By dialling 1471 you can find out the telephone number of the last person who called you, as well as the date and time of the call. To call back the last person who called you simply press 3.

#### NUMBER WITHHOLD – PER CALL PREVENT YOUR TELEPHONE NUMBER FROM BEING DISPLAYED

This service will prevent your number from being displayed to the person you are calling. To activate this service, simply dial 141 before the telephone number you want to call.

#### NUMBER WITHHOLD – PERMANENT PREVENT YOUR TELEPHONE NUMBER FROM BEING DISPLAYED FOR ALL CALLS

This service ensures that your telephone number is never displayed for each and every call you make without the inconvenience of having to dial 141 to activate the service for each call. To activate this service simply call ACN Customer Services. To deactivate this service on a call by call basis simply dial 1470 before the telephone number you want to call.



busy or while you are away from home. To listen to, archive your messages and setup the voicemail system all you have to do is dial 1571 from your home phone. You can conveniently call back the person who left you a message while listening to that message by simply dialling 0 to activate the Reply Now function. To return to your messages after using the Reply Now function simply press \*\*

#### 3-WAY CALLING ADD A THIRD PERSON TO YOUR PHONE CONVERSATION.

This service allows you to connect another person during an ongoing call and talk to both people at the same time or you can alternate between both calls.

To connect another person during an ongoing call simply press R and dial the telephone number of that person. The person that you were originally talking to will be put on hold during this time. When the person answers press R and after you hear the tone press 3 to talk to both people at the same time. To alternate between both calls press R and after you hear the tone press 2.

To end the first call simply press R and after you hear the tone press 5.

To end the second call simply press R and after you hear the tone press 7.

Please note that ACN's standard rates apply for the duration of the calls. This service is either available as a pay per use service or with a monthly fee.

#### CALLER ID / CALLER DISPLAY SEE THE TELEPHONE NUMBER OF THE PERSON CALLING YOU

Caller Display enables the number of the person calling you to be displayed on your phone; you must however ensure that your phone supports this service.

*Please note: It may occur that numbers are not displayed on your phone even if you have activated this service, for example, if the caller has blocked caller display, or is calling from a switchboard or a payphone.*

#### CALL BARRING BAR CERTAIN TYPES OF OUTGOING CALLS

This service enables you to bar certain types of calls from being made from your phone with the following options:

- Barring of International Calls and Premium Rate Services
- Barring of Premium Rate Services

## 02 | SUPPLEMENTARY SERVICES

A monthly fee or charge per use applies to the following supplementary services, visit [www.myacn.eu](http://www.myacn.eu) for details. Services with a monthly fee must either be requested on your Telephone Service Agreement or by calling Customer Services. Services that have the option of paying per use can be activated manually. Some services may also incur call charges when used.

#### CALL WAITING TAKE A SECOND CALL WITHOUT DISCONNECTING THE FIRST.

This service notifies you with an audio signal of an incoming call when you are on another call and you can also alternate between both calls. To alternate between both calls press R.

You can manually activate or deactivate this service at any time by pressing \*43# (activate) or #43# (de-activate). To check that this service is activated on your line, simply press \*43#. Please note that this service will not work if the Call Diversion (Divert When Engaged option) or 3-Way Call service is being used.

#### CALL FORWARDING + CALL DIVERSION ANSWER YOUR CALLS WHEREVER YOU ARE

The Call forwarding / call diversion service enables you to forward your calls to another telephone line (fixed or mobile) in the UK. Simply choose the diversion option you would like and follow the instructions to manually activate this service:

#### FORWARD / DIVERT ALL CALLS

To activate this service press \*21\* followed by the number that you would like your calls forwarded to, then #, then hang up. To check that this service is activated on your line, simply press \*#21#. To deactivate this service simply press #21#.

#### FORWARD / DIVERT CALLS NOT ANSWERED WITHIN 15 SECONDS

To activate this service press \*61\* followed by the number that you would like your calls forwarded to, then #, then hang up. To check that this service is activated on your line, simply press \*#61#. To deactivate this service simply press #61#.

#### FORWARD / DIVERT WHEN ENGAGED

To activate this service press \*67\* followed by the number that you would like your calls forwarded to, then #, then hang up. To check that this service is activated on your line, simply press \*#67#. To deactivate this service simply press #67#.

Please note that ACN's standard rates apply to the forwarded call depending on the fixed or mobile

number the calls is forwarded to. Ring Back Automatically call back a busy line

When the line you are calling is busy, press 5 to activate this service which automatically and conveniently calls back the number you tried to call if the line becomes available within 45 minutes following activation. ACN's standard rates apply for the duration of the call depending on the destination. To check that this service is activated on your line, simply press \*37#.

To deactivate the service, simply press #37#.

This service is either available as a pay per use service or with a monthly fee.

#### REMINDER CALL PROGRAM A WAKE-UP CALL OR REMINDER BY PHONE

The Reminder Call service will conveniently wake you up or remind you of significant dates or important appointments. To program a wake-up call or reminder by phone simply press \*55\*time(hhmm)#. For example, if you would like to be reminded of an appointment at 9pm press \*55\*2100# to activate the service. To check that this service is activated on your line, simply press \*55 #. To deactivate the service, simply press #55#.

This service is either available as a pay per use service or with a monthly fee. Enjoy FREE voicemail with the Answer 1571 service when you order a service with a monthly fee!

Answer 1571 allows you to receive up to 10 messages for up to 20 days when your line is

