

## Welcome to Kingston Choices

Get even more from your phone with Kingston Communications great value added services. You don't just have to make and receive calls with your home phone, you can do so much more with our great range of calling services.

With a variety of free and minimal charge features that can either be set up by yourself or through one of our Customer Service Consultants, we have everything to make your phone easier to use and better value for money.

In most instances you need a touch tone phone, the phone must have R, \* and # keys. R stands for Recall. We hope you don't experience any problems when using any of these services, but if you do, please contact Customer Services on 01482 602555.

All information and prices correct at time of print April 2009.

## 1471 - Call Return

**Know the number of the last person to call you.**

By dialing 1471 for free, you can hear the number of the last person who tried to call you while you were away from your phone. All you have to do to ring them back is push 3.

Normal call charges apply to any returned calls made using Call Return.

## Caller Display

**Look at who's calling you.**

Caller Display lets you see the number of the person calling you, so you can decide whether to answer the call or let your answer machine pick it up. Caller Display also logs the telephone numbers from calls whilst you were out or unavailable. You'll also need Caller Display set up before you can use our HomeTxt service. Caller Display does not work if the number calling you is withheld, or unavailable. You will also need to have a phone with a Caller Display Screen or a Caller Display Unit.

Caller Display is FREE on KC Talk plans 2, 3 and 4.

Caller Display / Call Return will not register international calls, those from some cable networks or on telephones connected to some business switchboards.

## Three-way Calling

**Have a party on the phone!**

Three-way calling allows you to hold a conversation with people on two other numbers, and one of them can even be on the other side of the world!

It's free to set up and simple to use, all you have to do is:

Ring one number, then set up the second call by doing the following:

Key R to hold the first call, wait for the dial tone, then call the second person you wish to come into the conversation. When the 2nd person answers, key R then 3, then all parties are connected.

Normal call charges apply for all calls made. You cannot go into a Three-way Call from Call Waiting. If you receive the message 'recall is not allowed' simply press the R button again.

## Ring Back

**Forget the frustration of engaged tones!**

You never need to sit frustrated at having to constantly re-dial an engaged phone. Simply activate our 'Ring Back' service and the work is done for you!

There is a charge each time you use this service. For details of charges please contact us on 01482 602555

All you have to do is simply dial 5 when you hear a busy tone, hang up and your phone will keep trying that number until it's free. Once the number is free your phone will ring and you will be connected.

You can set Ring Back on up to five different numbers at once, check and cancel them too.

**To Activate Ring Back:**

**5**

To cancel all

Ring Back requests:

**# 3 7 #**

To query all

Ring Back requests:

**\* # 3 7 #**

It is available on all residential lines and not on public payphones.

Ring Back does not operate on some calls, e.g. calls to switchboards or private payphones. In these cases you will hear an announcement or get the engaged tone.

This service will not work in conjunction with Call Waiting.

If you own a payphone, please contact one of our Customer Service Consultants on 01482 602555 for information on how Ring Back will affect you.

## Call Waiting

**Never miss another call when you're already on the phone.**

It doesn't matter if you're already on the phone chatting to friends and family, because you can be notified with a gentle beep, that someone else is trying to ring you.

Not only is it free but it will allow you to put your original call on hold whilst you speak to the second new caller. Or, if you prefer, you can say goodbye to the original caller and devote all your time to the new caller.

### To set up Call Waiting simply:

Lift receiver and wait for the dial tone:

To set up: \* 4 3 #

To cancel: # 4 3 #

Call Waiting is versatile and lets you do several things:

#### Move between calls

Put your original caller on hold by keying R, wait for the tone and dial 2. This will then connect your second call. To shuttle between the two calls key R and dial 2. To end the second call and return to the original caller key R and dial 1.

#### Hang up the first call

End the call you are on by replacing the handset. Your phone will ring again and you will be connected to the second caller when you pick up.

#### Tell the second caller to ring you back

To stop the beep, key R, wait for the tone and dial 0. You will go back to your original caller and your second call will be advised to ring back later.

If you ignore the beep it will stop after 30 seconds.

## Call Diversion

**Never miss that all important call**

If you're out and about visiting friends and family or even on the Internet, why not divert your calls so that people can still keep in touch. You can divert calls to almost any phone, even your mobile.

It's so simple to set up, just follow these easy instructions

**Basic Call Diversion – Automatically transfers all of the calls made to your number to another number.**

Lift receiver and wait for the dial tone:

To set up: \* 2 1 \* new number #

To check: \* # 2 1 #

To cancel: # 2 1 #

**Diversion No Reply - Automatically transfers calls if your phone is not answered within 15 seconds**

Lift receiver and wait for the dial tone:

To set up: \* 6 1 \* new number #

To check: \* # 6 1 #

To cancel: # 6 1 #

**Diversion on Busy – Automatically diverts calls to another pre-selected number if your phone is engaged**

Lift receiver and wait for the dial tone:

To set up: \* 6 7 \* new number #

To check: \* # 6 7 #

To cancel: # 6 7 #

Note:

- You can still make outgoing calls.
- You can only enter a maximum of 16 digits when diverting a call out of the Kingston Communications area, so unfortunately you cannot divert your calls overseas.
- Make sure the number you are diverting your calls to can handle them.
- Do not divert calls to a number that is already diverting calls to another number.

There is a charge each time you use this service. For details of charges please contact us on 01482 602555.

## Reminder Call

### Never be late again!

Reminder Call is like an alarm clock that you can set throughout the day to not only wake you up but to remind you about things you need to do or special occasions.

#### Lift receiver and wait for the dial tone:

To set up:

\* 5 5 \* time # (Eg 08:30)

To check: \* # 5 5 #

To cancel a single reminder call:

# 5 5 \* time #

To cancel all reminders: # 5 5 #

Remember to use 24 hour clock

Setting up and changing your Reminder Call is so simple. You can set up a 'one off' reminder or on a permanent, regular basis.

More than one program can be used at any one time.

If you wish to set up a series of Reminder Calls, use the following program codes:

Every Monday	1
Every Tuesday	2
Every Wednesday	3
Every Thursday	4
Every Friday	5
Every Saturday	6
Every Sunday	7
Every Monday to Friday	8
Every Day	9

#### Lift receiver and wait for the dial tone:

To set up:

\* 5 6 \* time \* program #

To check: \* # 5 6 #

To cancel one program of reminder calls:

# 5 6 \* time \* program #

To cancel all reminders: # 5 6 #

There is a charge each time you use this service. For details of charges please contact us on 01482 602555.

## Your Call

### Tired of being the family receptionist?

Then 'Your Call' is just what you're looking for. You will be able to hear when a call is for somebody specific in your house because with certain numbers you can have a different ring tone.

We will give you a 2nd telephone number that will give you a separate ringing tone when it is called.

Please note that 'Your Call' is not available through a residential line for home business services.

There is a charge each time you use this service. For details of charges please contact us on 01482 602555.

## Calling Line Identity

You can pass your number on to the person you are calling

Whenever you ring family and friends your number is automatically passed on to them and they can store your number for the future.

### Withhold your Calling Line Identity

You can stop your number being passed on when you make a call and protect your privacy. You may wish to do this on a call by call basis by simply dialling 141 before each call, or you can have your number permanently withheld by calling one of our Customer Services Consultants. If you do have your number permanently withheld you can choose to release it at anytime by simply keying 1470 before the number you are calling.

Remember that some people you call may not accept or answer calls if you have withheld your number. If this is the case, your call won't be connected.

### Calling Number Withheld Block

If a caller has withheld their number and they call you, your phone will not ring, unless the calling party re-dials, releasing their phone number, they will not be connected.

We cannot guarantee that every number that is withheld will not connect on your telephone line. Some callers will still be able to contact you. These calls tend to be from non-digital exchanges, which include International calls and some Mobile calls.

To register for this service call us on 01482 602555.

You may also wish to register with the Telephone Preference Scheme. This service stops most sales calls and is free. You only need to register your details once. Their telephone number is 0845 070 0707. You may also need to register with a service call Silent Callgard. You will need to register your details yearly for this service. This service is useful if you are troubled by calls where the phone rings but on answering there is no one there. Their telephone number is 0870 444 3969.

You should be aware that when you have Calling Number Withheld Block activated on your line, it may prevent particular calls from being connected. For example large organisations such as hospitals, police and doctors have their CLI blocked permanently for security reasons.

If a number is CLI blocked and the caller is assisted by our Operator, the Operator may transfer the call to you.

The Calling Number Withheld Block will not be activated for this type of call.

### Choose to reject calls from anonymous callers

Calling Number Withheld Block gives you peace of mind of knowing who's calling you. Should you be unfortunate enough to receive nuisance calls, then you can help put a stop to it by simply choosing to reject calls from anonymous callers. All you need to do is contact one of our Customer Service Consultants.

It's important to consider that some organisations such as hospitals and the police usually withhold their numbers for security purposes and do not always have the ability to release their number therefore in certain instances important calls may not get through.

## Call Barring

### Have more control over your phone

Call Barring allows you to bar certain types of calls being made from your phone, giving you greater control over the types and costs of calls made.

You can be in control of calls made and received by using a simple PIN number system.

There is a charge for this service. For details please contact us on 01482 602555.

## Prices

To ensure you have the most up to date information about all our prices, please call our Customer Services team on 01482 602555.