

APPENDIX F
VIRGIN BROADBAND
ENHANCED CALLING FEATURES

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1 ABOUT THIS DOCUMENT

- (a) This document contains a description of the *enhanced calling features* that may be available with the Home Phone *service*.
- (b) This document does not contain any pricing information in relation to the enhanced call features. Please check the *pricing tables* carefully to see what fees apply to each *call* type.
- (c) The meaning of the words printed *in italics like this* is explained in the *pricing tables*, in the *service description*, in the *general terms* or in the *dictionary*.

2 ACCESSING ENHANCED CALLING FEATURES

To access the *enhanced calling features*, *you* must have a handset which supports tone (DTMF) dialling, have a push button keypad including '*' and '#' buttons (that is, a recall or flash button) and have a time loop break.

3 CALL WAITING

- (a) Call waiting allows *you* to receive a *call* on the same *access line* while *you* are already on another *call*.
- (b) While on a *call* *you* will hear a series of tones indicating a second *call* is waiting. *You* can then put the first *call* on hold and take the second *call*. *You* can access call waiting via a designated button (if present) on *your* handset or by pressing recall 2 #.

4 CALL DIVERT

- (a) Call divert allows *you* to divert *calls* to voicemail for:
 - (i) Call forward on busy,
 - (ii) Call forward with no reply
 - (iii) Call forward unreachable.
- (b) If *you* want to divert *calls* to a number other than VoiceMail, *you* will need to contact Customer Service.
- (c) *You* cannot set an unconditional call diversion from the *home modem*, i.e. *you* cannot call forward every *call*.

5 VOICEMAIL

5.1 Access

- (a) VoiceMail provides a means by which *your* callers can leave messages if *you* do not answer the *call* (for example, if *you* are not home or if *you* are on another *call*).
- (b) *You* can access the VoiceMail box by dialling '212'.

- (c) There are a number of options available in the VoiceMail box as to how a message is handled. There are also a number of options available to *you* when accessing the VoiceMail box to retrieve a message including, for example, VoiceMail call return. *You* can also activate a VoiceMail PIN which allows access to the VoiceMail account from another phone.

5.2 Voicemail Call Return

- (a) VoiceMail call return allows *you* to return a *call* without exiting the voicemail box. This feature is based on the ability of the VoiceMail box to capture the caller's phone number and to allow *you* to enter a telephone number to return the *call*.
- (b) A caller's phone number will not always be captured by the VoiceMail box, including when:
 - (i) the caller's line has a temporary (on a call by call basis) or permanent (including a silent line) block on sending *CLI*,
 - (ii) the *call* was an international *call*,
 - (iii) the *call* was from a payphone, or
 - (iv) the number was overridden by a number entered by the caller.
- (c) Some numbers, when entered by *you* or the caller, will not be accepted as a call return number, including international numbers, 13, 1300 and 1900 prefix numbers and emergency services numbers.

6 CALL RETURN

- (a) The call return feature informs *you* of the date and time of unanswered incoming *calls* plus the telephone number from which the *calls* were made (if the calling party's phone number was received).
- (b) *You* can log into the Management Console of the *home modem* and scroll through *your* recently missed *calls*. *You* need to manually dial the phone number displayed to return the *call*.
- (c) The phone number of the person calling *you* may not always be available. It will not be available where the *call* is:
 - (i) made from a phone where *CLI* is temporarily barred (for example on a call by call basis) or permanently (including silent numbers),
 - (ii) an international *call*,
 - (iii) made from a payphone.
- (d) Call return is only available on compatible phones.

7 CALLING NUMBER DISPLAY

- (a) *CND* display allows *you* to send *your* phone number to the phone *you* are *calling*. The called phone will only display *your* phone number if it has that capability.
- (b) If *you* have selected to have *your* phone number listed in the White Pages, *your CND* will be displayed.
- (c) If *CND* display has been selected *you* can still withhold *your* phone number on a call by call basis by dialling 1831 before dialling the *called* number.
- (d) *You* can also change *your* option by contacting *us*.

8 CALLING NUMBER DISPLAY SUPPRESSION

- (a) *CND* suppression withholds *your* phone number when *you* make *calls*, i.e. *your* phone number will appear as “withheld”.
- (b) *You* must actively select this option when you request the *service* if *you* do not want to display *your* phone number, as the default option is *CND* display if *you* don’t make any selection.
- (c) If *you* have selected not to have *your* phone number listed in the White Pages, *your CND* will not be displayed.
- (d) If you have chosen to suppress *your CND* *you* can still send the phone number on a call by call basis by dialling 1832 before dialling the phone number to be *called*

You can change *your CND* option by contacting *us*.

9 CALLER ID

- (a) Caller ID provides *you* with the ability to display the caller’s phone number if it has been sent by the caller. This feature is only available with compatible phones or other equipment.