

Zen Line Rental

Included Features Summary:

Standard Features	What it does	Price Exc VAT	Price Inc VAT	Page
Last Number Called	Tells you the number that called last and call return	Free	Free	2
Number Withhold	Allows you to withhold your number	Free	Free	2
Ring Back	Calls to let you know when engaged number become free	15p	18p	2
Three Way Calling	Speak to two people at the same time	15p	18p	3
Reminder Call	Set an alarm call	15p	18p	3

Optional Features Summary:

Optional Feature Packs	What features it provides	Price Exc VAT	Price Inc VAT	Page
Call Identity	Caller Display	75p	90p	4
Call Waiting & Diversion	Call Waiting	£2.00	£2.40	4
	Call Diversion *			4
Call Screening	Anonymous Caller Rejection,	£1.50	£1.80	5
	Choose to Refuse			5
Call Barring	Outgoing calls barred by Zen (except 999/112)	50p	60p	6
	Customer Controlled			6
	Outgoing Calls to Premium and International			6
1571 Answer Phone	Answer Phone Service	£1.50	£1.80	7

Please note: * Price does not include the cost of the call to the diverted number, which is chargeable at the standard rates of your Line Rental package.

Included Features

As part of your monthly service charge we include a number of calling and network features as standard, and in addition to these there are optional features packs that you can activate as part of your service. The following is a guide explaining how these features work.

Standard Features

1471 – Tells you the last number that called

Dial 1471 to find out the last number that called you. By pressing 3 you can return the call straight away.

141 - Withhold your telephone number

141 allows you to withhold your telephone number from being displayed on the called party's phone. To do this simply pre-fix the dialled number with 141.

Ring Back - Automatically dial an engaged number

Dial 5 when you receive an engaged tone when dialling out and replace handset when you hear the confirmation. Your phone will then ring when the number becomes free. A Ring back request remains active for up to 45 minutes.

Setting Up	On hearing engaged tone press 5 wait for confirmation message and replace handset
Answer a Ring Back	Pick up handset when you hear the special ring
Checking	* # 3 7 #
Cancelling	# 3 7 #

Please note: Ring Back is not available on calls made to ISDN lines, international destinations and some multi-line switchboards and is not compatible with call waiting activated on the line at the same time.

Three Way Calling - Speak to two people at once

This enables you to introduce a third party to a call after you have initiated a phone call.

Setting Up	Press Recall button, wait for dial tone
	Dial second phone number, wait for answer then press Recall button then 3
Speaking to callers separately	Dial second phone number, wait for answer then press Recall button then 2
Switch between callers	Press Recall
Ending first call only	Press Recall, wait for dial tone and press 5
Ending second call only	Press Recall, wait for dial tone and press 7
Ending the call	Hang up

Please note: You will be charged an activation fee for every time you set up a three way call. The use of this feature requires a telephone with a recall button, this is normally marked R and is not the same as a redial button.

Reminder Call – Set an alarm call

Reminder Call is the equivalent of an alarm clock on your phone. Your phone will ring when you programme it to.

Setting Up	* 5 5 * h h m m # (enter time in 24 hour format i.e. 1630)
Checking	* # 5 5 #
Cancelling	# 5 5 #

Optional Feature Packs

The following calling and network features are available as chargeable optional extras charged on a monthly basis. There are no charges applicable for ordering or cancelling a feature pack option. Feature packs can be ordered or cancelled by contacting a member of our sales team.

1. Call Identity – provides Caller Display

Caller Display

Shows the number that's calling you. You need a phone that supports call display to use this feature.

2. Call Waiting & Diversion

Call Waiting

Lets you know when another caller is trying to contact you when you are already on a call. This is indicated by a discreet beep.

Setting Up	* 4 3 #
Speaking to 2nd caller	Recall
Returning to 1st caller	Recall When you have finished your call hang up
Checking	* # 4 3 #
Cancelling	# 4 3 #

Please note: You need to switch off call waiting if you want to use a fax or modem on the same line

Call Diversion

Call Diversion lets you divert calls to another phone number.

There are 3 different options for call diversion, enter the code for the required option:

21	divert all calls
61	divert calls you don't answer within 15 seconds
67	divert calls when your phone is engaged

Setting Up	* code * enter number to divert to #
Checking	* # code #
Cancelling	# code #

Please note: When call divert is activated you will hear an intermittent dial tone. You must switch call diversion on first if you also want to use call barring.

3. Call Screening

Choose to Refuse

Choose to Refuse lets you put a stop to unwanted calls by stopping them from getting through to you. You can block up to ten numbers. Callers who have had their call rejected will hear an announcement stating that their calls are not being accepted.

To bar the last call you answered	Dial 14258. You will be asked to press * * to confirm that you want to bar calls from that number. The number you've barred will no longer be able to get through.
To bar other numbers at any time	Dial 14258, enter your pin. Choose to refuse will give you a choice of the following:
Adding a number to your list	Include the area STD code before UK numbers, press # at the end of the number to tell choose to refuse that it is the end of the number.
Reviewing your barred number list	You can check your list at any time. Choose to refuse will tell you the number and the date that it was barred. Also choose this option if you want to delete a number from your list
Changing your pin number	Some obvious PIN's such as 5678 and 2222, or PIN's that use numbers in obvious patterns i.e. 2580 are not allowed

Anonymous Call Rejection

You can stop calls from people who have withheld their number. If a caller withholds their number, they won't be able to get through to you.

Callers who have had their call rejected will hear an announcement stating that their calls are not being accepted.

Setting Up	* 2 2 7 #
Checking	* # 2 2 7 #
Cancelling	# 2 2 7 #

4. Call Barring - Outgoing Calls

This is Zen controlled call barring of all calls apart from calls to 999 or 112.

Line Rental subscribers have the option to bar all outgoing calls apart from calls made to 999 or 112 using this feature. The user will receive a normal dial tone and will hear the continuous tone (Number Unobtainable tone) if attempting to dial out.

Setting up	This feature is controlled by Zen and not by you and would normally only be used where you want protection from incurring unsolicited call charges. Should you require this feature please contact a member of our sales team.
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Please note: Calling and network features are fully operational on most Telephone Exchanges however, certain features may not be available to end users as the service may not be supported from the BT Exchange that serves your premises. If you select an optional feature pack whereby a particular feature cannot be activated you can choose to cancel the option or individual feature.

Customer Controlled

Allows you to control the calls that can be made from your phone (outbound). You can also bar all incoming calls to your phone (inbound). Calls to 999 and 112 are never barred. It is possible to apply multiple call barring options. With Outbound Call Barring enabled the caller will hear a solid tone when a barred number is dialled.

Inbound Call Barring

Setting Up	* 2 6 1 #
Checking	* # 2 6 1 #
Cancelling	# 2 6 1 #

Outbound Call Barring

Setting Up	* 3 4 code #
Checking	* # 3 4 #
Cancelling	# 3 4 code * pin #

Codes

1	Bar almost all calls – cancelling this option also cancels any other options you've barred
2	Bar national and international calls and calls to mobiles
3	Bar international calls
4	Bar all operator calls and text (SMS) messages
5	Bar calls to numbers with a * or # in them (includes some Calling Features, but allows you to cancel this option)
7	Premium Rate call barring, this is available only on certain exchanges

Outgoing Calls to Premium and International

This is Zen controlled call barring of calls to International and Premium Rate destinations.

Line Rental subscribers have the option to bar all outgoing calls to these destinations when using this feature. Calls to UK and non Premium destinations are still available when this feature is provisioned.

The user will receive a normal dial tone and will hear the continuous tone (Number Unobtainable tone) if attempting to dial an International or Premium Destination.

Checking

This feature is controlled by Zen and not by you and would normally only be used where you want protection from incurring unsolicited call charges. Should you require this feature please contact a member of our sales team.

5. Zen 1571 Answer Phone

Zen "1571 Answer Phone" is the answer phone service from Zen Internet.

This service answers calls after a given period, immediately on busy, or after 21 seconds if you have Call Waiting active and are engaged on a call and choose not to answer the second call.

The service also allows you to record your own Personal Greeting

Messages can last up to two minutes and a maximum of ten messages can be stored.

Interrupted dial tone indicates that messages are waiting. This goes once you listen to, save or delete the new messages.

You can access your messages by ringing 1571 and following the voice prompts.

Any messages, which you review but do not delete, will automatically be saved for 20 days, any saved messages will delete after 20 days. Any new messages which you do not retrieve within 30 days will automatically be deleted.

The service is compatible with answering machines.

User Guide

To register for the 1571 service

To register for the 1571 service, you need to dial 1571 from your home (Line Rental customers) or business (Business Line Rental customers) telephone line. Once you have activated the service (this can take between two and ten days), you will hear the interrupted dial tone to signal that a caller has left a new message.

Standard Greeting

Incoming callers will hear the following greeting if you have not recorded your Personal Greeting.

On no reply – 'Welcome to the messaging service. The person you are calling is not available. Please leave a message after the tone'.

If the line is engaged – 'Welcome to the messaging service. The person you have called is on the phone. Please leave a message after the tone'.

After the 'leave message' tone is played, if the incoming caller says nothing and there is no background noise for 10 seconds, the system will advise the caller 'Sorry I missed that, please record your message after the tone'.

Note: until you use your mailbox by dialling 1571 from your own line, the only greeting played is 'Welcome to the messaging service. The person you are calling is not available. Please leave a message after the tone'. After activating the mailbox, the 1571 service greetings will change to those detailed above.

The system will then offer three chances to record a message, with the above prompt being played. After the third prompt, if the caller still chooses not to leave a message, the system will respond with 'Goodbye' and the caller is no longer able to leave a message.

If the caller presses the # key after the 1571 service trips in, they can by-pass the greeting and go straight to the record prompt, allowing them to leave a message.

Personal Greeting

If you choose to record a personal greeting, when the phone is either engaged or cannot be answered, the service will then answer with your greeting. The greeting can be up to one minute long.

Choosing the greeting that is heard by the callers:

From the main menu, choose Personal Options and
Press 1 to listen to the greeting
Press 2 to save the greeting and move on to the next stage
Press 3 to re-record the greeting
Press * to cancel the recording and return to the main menu

Accessing messages

To listen to messages, dial 1571 from your phone line; you will then connect to the 1571 service free of charge.

Interrupted dial tone will remain until you listen to, save, or delete all the new messages.

If you do not want to listen to the full message left on the 1571 service, it is possible to skip through the messages:
Press 1 replays the message
Press 2 saves the message and moves on to the next stage
Press 3 deletes the message and moves on to the next stage