

GUIDE TO SERVICES AND OPTIONS

REDIAL LAST CALLER - 3131

Find out who tried to call you and call them back
Simply dial **3 1 3 1** (free number) to find out the number of the last person who tried to call you. To call them back, dial **5**. Calls are charged at the normal rates and benefit from any rate offers subscribed.

SECRET CALL

Avoid displaying your telephone number
The Secret Call function stops your telephone number from appearing on the telephone of the person you are calling. Simply dial **3 6 5 1** before the number you want to call.

AUTO REDIAL

Automatically call back an engaged line
When the line of the person you are trying to call is engaged, dial **5 (or R 5)** to activate Auto Redial free of charge. If the line becomes free within 30 minutes following the Auto Redial request, your telephone will ring and set up the call. Calls made using Auto Redial are charged at the normal rates and benefit from any rate offers subscribed.

WAKE-UP CALL

Set an alarm by telephone
To use the Wake-up Call service, dial *** 5 5 *** followed by the time of your alarm in four figures. Finish by pressing **#**. For example: *** 5 5 * 0 6 0 0 #** will wake you up at 6 am. This service is charged at €0.56 per call requested.

DISPLAY NUMBER OR NAME

Find out a caller's identity
Allows you to obtain, when receiving a call and before picking up the phone, information on the caller's identity on your handset, in particular the number or the name/surname of the person calling you.

To use this service your telephone must have a compatible alphanumeric display. If you have a digital handset, only the caller's number will appear.

The information displayed is taken from the universal directory (only the telephone number will be displayed in the case of unlisted contacts).

UNIVERSAL DIRECTORY

Manage how your contact details are published
To confirm the details you want to be included or not in the universal directory (contact details, unlisted number, with or without address, first name, etc.), call Customer Services on 0805 02 4000 (toll free number).

VOICEMAIL - 3103

Set up an answering machine
Your calls are recorded when you are away or the line is engaged. If you have received any messages, a special tone will notify you when you pick up the phone.

You can check and customise your voicemail free of charge by dialling **3 1 0 3** from your line. You can check your messages from any other phone by dialling **3 2 0 3**, which costs €0.10/min.

If you already use France Telecom voicemail, please note that it will be reset before being activated it on your Budget Telecom line. Specifically, this means that your voicemail may be temporarily unavailable. However, service should be resumed within a maximum of 5 days and your line will not be cut off. Also, your voicemail personal message and stored messages will not be deleted.

To deactivate the voicemail service, dial **3 1 0 3**, select option 2 "Customise your message", then option 4 "Voicemail settings", and option 2 "Deactivate the voicemail service". To reactivate the voicemail service, dial **3 1 0 3**. After the message "Voicemail is not set up to receive any more calls from your callers", press the button **#**. The service is reactivated.

To set the time before voicemail answers your calls, pick up the phone and dial *** 6 1 0 ***, followed by two numbers representing the required time in seconds, and then **#**. For example, enter **3 0 #** if you want to wait 30 seconds (equal to around six rings) before the call is forwarded to your voicemail.

CALL FORWARDING

Forwards calls when you are absent
This service allows you to forward calls received on your line to another telephone line. Once you have subscribed to the service, you can activate and deactivate it at any time.

Activation: dial *** 2 1 *** followed by the telephone number (where you want to forward your calls), followed by the button **#**. Hang up: call forwarding is activated. In the event of an error, you will hear the "engaged" tone and call transfer will not be activated.

Deactivation: dial **# 2 1 #** and hang up.

Restrictions: a) received calls which have already been forwarded to another line or to a voicemail service cannot be forwarded to a forwarding number. These calls are then routed normally to your number; b) calls cannot be forwarded to special numbers; c) if you have line restrictions in place, the call forwarding destination must be compatible with the line restriction level; d) forwarded calls are charged at the normal rates and benefit from any rate offers subscribed; e) activating call forwarding temporarily suspends the calling signal.

THREE-WAY CALLING

Allows three parties to talk on the same line

This service allows you to have a three-way conversation on a single line. You can also speak to two callers in turns, alternating between them, without connecting them to one another.

Calls are charged to you at the normal rates and benefit from any rate offers subscribed.

Use the **R** button to place your first caller on hold and dial the number of your second caller.

When you are on the line to your second caller, press **R 3** to begin the three-way conversation.

To hang up on the second caller and return to the first caller, press **R 1**.

To switch between callers, press **R 2**.

This service is provided subject to conditions of availability and technical compatibility. In particular, it requires the use of a terminal with voice frequencies and an **R** button.

TELEGRAM

Send telegrams

You can send telegrams by dictating them over the telephone. This service is only available in Metropolitan France.

Dial **3 6 5 5** for domestic telegrams.

Dial 0800 33 44 11 for telegrams to other countries, overseas territories and departments and ships at sea (radiotelegrams).

CALL WAITING

Notifies incoming calls when the line is in use

When you are in the middle of a call, the call waiting signal informs you that you have an incoming call, and you can then switch between calls, automatically placing the other call on hold.

To switch from call 1 to call 2:

- press the **R** button and wait for the tone,
- dial **2** and hang up your handset
- you are switched to the second call.

To return to the first call, repeat the above operation.

To end one call for good and continue the conversation with the other call, proceed as follows:

- press the **R** button and wait for the tone,
- then dial **1**.
- you are now connected to a single call.

You can activate or deactivate this service at any time by picking up the phone and dialling:

- * **4 3 #** to activate it,
- # **4 3 #** to deactivate it.

Call waiting is incompatible with call forwarding.

REVERSED-CHARGE CALL

Pay for your caller's call

The caller dials **3 0 0 6** and then your telephone number. The caller then leaves a "voice tag" to identify him/her. When you pick up the phone, the voice server informs you that you are receiving a reversed-charge call and announces the identity of the person trying to call you. You can accept or reject the charges vocally. If you accept, the call will be charged to you. If not, the call will be rejected.

If you reject a call from the same line three times consecutively, all reversed-charge calls from that line will be blocked for the following ten days.