



Ring Back

This service allows you to press 5 if you dial a number that is engaged. The engaged number will then be monitored by the network for up to 45 minutes until the line becomes available. When it does, your phone will ring with a special distinctive ringing tone - just pick it up and you will be connected. If the Ring Back service is not available, you will be played a message advising this when you press 5.

Up to five Ring Back requests can be in place at any one time.

Instructions for Use

To Set Up a Ring Back Request

1. Dial 5 when you hear the engaged tone

To Check if there are any Ring Back requests

1. Dial *# 37 #

To Cancel Specific Ring Back requests

1. Dial # 37*Destination number #

Notes

Customers served by rural exchanges cannot use the Ring Back service. It is also not available to multi-line Customers.

The Ring Back service is not available on the following calls:

- Outside the UK
- To networks that do not support the Ring Back service
- To certain types of switchboards
- ISDN numbers Ring Back and Payphones.

It is recommended that Ring Back is not used on lines with a private payphone.

This service is available as standard for all PSTN lines connected to the digital network on a pay per use basis.

Cost (including VAT)

7.5p pay per use (automatically available)