

If you want to talk to the new call and release original call, then replace your handset. Your phone will then ring with the new call.

Hold for Enquiry

You can put your call on hold, make another call, then return to the original. To hold an existing call and make an enquiry call press **R**, then dial the number.

After enquiry press **R** **1** to return to your original call.

Three Party Call

You can have three way calls with other people anywhere in the world. (Remember, you pay for both calls).

To set up, place the first caller on hold by pressing **R**, wait for the dial tone and dial the second number in the usual way. If the second person does not answer, replace the handset and you will be reconnected to your original call.

When the second person answers, you either:

Press **R** **2** to shuttle between the two calls.

Press **R** **1** to finish either call and connect to the remaining call.

Press **R** **3** to engage in a three-way conversation.

Once you have set up a three-way conversation you can:

Press **R** **5** to release your first caller.

Press **R** **7** to release your second caller. You will remain talking to the first caller.

Please note:

Always wait for the dial tone after pressing the **R** button.

Caller Display

This service enables you to see the number of the person calling on a digital display before you answer the call. It is also possible to store the date, time and telephone numbers of previous callers, up to a maximum of 50, even if the calls remained unanswered.

The **Caller Display** service requires a Caller Display phone or a separate display unit which can be purchased from our retail outlets.

There are some telephone numbers which will not be shown.

For example if the caller:

- Has chosen to withhold the number
- Is a local ex-directory customer (both of which will be displayed as **'Withheld'**)
- Is making the call from an international destination which does not send the telephone numbers to the calling line.
- Is making the call from a UK network which does not send the telephone numbers to the calling line.

(All of which will be displayed as **'Un-available'**)

Call Barring

There are several Call Barring options.

Incoming "Call Barring" acts as a do-not-disturb service. When in use, callers will be advised that 'calls are not being accepted at present'.

Outgoing "Call Barring" gives the customer the ability to choose from a wide range of barring arrangements which they can change at any time, by entering simple codes from their own telephone keypad. Outgoing calls can be selectively or completely barred, other than the emergency 999 or 112 service which will always be available. For those customers who do not require the flexibility to change their own call barring arrangements, permanently set options are also available. For more information please call 700700 or visit our website www.sure.com

A Personal Identification Number (PIN) is necessary to cancel the barring once set. Customers are responsible for the security and use of their PIN and are advised not to use it from equipment that has a memory and display function.

Outgoing Call Barring Options

To set up: ***** **3** **4** **option** **#**

To prevent **Option No.**

- | | |
|--|---|
| All calls except 999 & 112 | 1 |
| All Mobile, National and International calls-but excluding Premium Services calls | 2 |
| All International calls | 3 |
| All operator connected calls starting with digit 1 | 4 |
| All Star Services calls except those to cancel Call Barring | 5 |
| All UK Premium Services calls to 0908 and 0909 (adult content) plus those with high call charges | 6 |
| All other UK and Guernsey Premium Services calls | 7 |

To cancel: **#** **3** **4** **option** ***** **password** **#**

To check: ***** **#** **3** **4** **#**

Incoming Call Barring

To set up: ***** **2** **6** **1** **#**

To check: ***** **#** **2** **6** **1** **#**

To cancel: **#** **2** **6** **1** **#**

Check Active Facilities

If you get mixed up or just forget which services you have set on your line, use the following code to check.

PRESS: ***** **#** **0** **0** **1** **#**

Ring Back When Free

Take away the frustration of repeatedly dialling a busy line.

Simply dial **5** when you hear a busy tone, listen for a confirmation message and then replace your handset. Your phone will now automatically ring when the busy line becomes free. When it rings, simply pick it up and the call will automatically be connected.

To cancel: **#** **3** **7** **#**

Call Return

This allows you to hear the number, date and time of the last caller, and then automatically call them back if required. This is possible even if your last caller was not answered. **TO HEAR THE NUMBER, DATE & TIME OF YOUR LAST CALLER**

Lift handset, dial **1** **4** **7** **1**

and wait for the message, then you can either:-

Dial **3** **to automatically make a return call OR replace your handset, if you do not wish to return the call.**

Most telephone numbers will be stored, but there are some exceptions (see list under Caller Display).

TO CALL THE LAST NUMBER WHICH CALLED YOU, WITHOUT HEARING THE NUMBER

Lift handset, dial **1** **4** **7** **4** **and wait for the connection.**

Number Mask or Release for Mobiles

In order to withhold your number when making a call from your mobile handset, add **#** **3** **1** **#** to the start of the number when making the call.

In order to release your number when making a call from your mobile handset, add ***** **3** **1** **#** to the start of the number when making the call.

Number Mask

To prevent your number being sent to the person you are calling for that one call. **Lift handset, dial** **1** **4** **1**

and then dial the telephone number of the person you wish to call.

If you wish to prevent your number being sent on a permanent basis, the account holder must send a written request to: Star Services Help Desk, Sure, PO Box 3, Centenary House, St Peter Port, GY1 2EY asking for Number Mask to be set up permanently.

Number Release

This facility is only used by customers

who are ex-directory or who have permanent Number Mask set. In this case your number will not be released when you make calls unless you dial a special code prior to dialling the number required.

To release your number on a call by call basis. **Lift receiver, dial** **1** **4** **7** **0**

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To cancel: # 3 4 option * password #

To check: * # 3 4 #

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To set up: * 2 6 1 #

To check: * # 2 6 1 #

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To cancel Ring Back When Free: # 3 7 #

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