

Home Phone Call Back Guide

WHAT IS CALL BACK?

If you call a number that is engaged, Call Back will monitor that number for up to 45 minutes and automatically call the number as soon as it is available. A maximum of five Call Backs can be arranged at any one time.

Please note that Call Back requires a touchtone handset and not compatible with certain numbers (e.g. some business numbers, Operator Assisted Services, international destinations and some other carriers' networks).

INSTRUCTIONS FOR USE

To arrange a Call Back:



Your phone will ring to let you know when the phone number you tried to call becomes available, and will automatically redial the number for you.

To cancel a Call Back:



To find out if you have a Call Back arranged:



The busy destination will be monitored for 45 minutes and if it is still busy after this time, the request will be cancelled.