

Gibtelecom

Landline Features Guide



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Customer and Smart Call Services

These are an additional range of value-added services provided by Gibtelecom's exchange which are available for business and residential lines. They offer simple and practical ways of using your line for a whole range of purposes.

Call Diversion/Forwarding

Call Diversion/Forwarding allows calls made to your line to be diverted/forwarded to any other line (including mobiles, voicemail and international destinations). Calls may be diverted/forwarded in the following ways:

Call Diversion/Forwarding Unconditional/Basic diverts/forwards all your calls

Call Diversion/Forwarding on Busy diverts/forwards calls when your line is busy

Call Diversion/Forwarding on No Reply diverts/forwards calls when there is no reply (i.e. after a predetermined number of rings)

Note: Diversion/Forwarding on Busy and No Reply may be used simultaneously, with Diversion/Forwarding Unconditional/Basic overriding the previous two mentioned.

Call Diversion/Forwarding Unconditional/Basic

To set up: ***21 *Number #**

To check: ***# 21 #**

To cancel: **# 21 #**

Diversion/Forwarding on Busy

To set up: ***67 *Number #**

To check: ***# 67 #**

To cancel: **# 67 #**

Diversion/Forwarding on No Reply

To set up: ***61 *Number #**

To check: ***# 61 #**

To cancel: **# 61 #**

Call Diversion/Forwarding is available rental free on all lines. Usage rates apply on diverted calls (excluding calls to voicemail).

Call Waiting

Call Waiting alerts you during a telephone conversation (using a tone) that another call is waiting to be answered. The caller will hear an announcement while waiting. You can put the first call on hold and answer the second call or alternatively choose to shuttle between calls.

Call Waiting is available rental free on all lines.

Activate Call Waiting on your line

To set up: ***43 #**

To check: ***# 43 #**

To cancel: **# 43 #**

Using Call Waiting

To answer the new call and place original call on hold release press R2; to reconnect to original call and place new call on hold press R2 again; R2 allows you to shuttle between calls; once connected with any of the two callers, the third one can place receiver down to leave.

Outgoing Call Barring (Subscriber Controlled)

Call Barring allows you to restrict unauthorised calls from your line with the use of a PIN number. Rental charges apply.

Using Call Barring Codes Call Barring Codes

To set up: ***34 Code #**

To check: ***# 34 #**

To cancel: **# 34 Code * PIN #**

Code = 1: Bars ALL Calls

Code = 2: Bars Mobile Calls

Code = 3: Bars International Calls

Code = 4: Bars Calls to Operator Services

Code = 5: Bars Calls to Premium Numbers

NOTE:

Code = 1 supersedes all other Codes; any combination of Codes = 2 to 5 can be entered to offer the desired level of barring, with Code = 1 allowed in combination which will override all others; to Cancel, each Barring Code has to be keyed separately.

The PIN is any 4-digit number 0000 to 9999

When Code = 1 is selected (All Calls), callers can still call emergency and special short codes, e.g, 199, 190 & 193

Incoming Call Barring (Subscriber Controlled)

Incoming Call Barring allows you to restrict all incoming calls to your line. Rental charges apply. Subscription is required for this service.

To set up: *** 261 #**

To check: ***# 261 #**

To cancel: **# 261 #**

Smart Return

This allows you to hear the number of the last caller and automatically call it back if required (even if your last call was not answered). To use Smart Return dial **1471** and wait for the message, then either dial **3** to automatically return the call, or replace the handset if you do not wish to return the call.

There is no charge for dialing **1471**. Usage rates apply if you choose to return the call. Ex-directory numbers will not be announced, and certain international destinations may not be available.

Smart Number Display

This allows you to view any incoming and missed calls. A smart phone/display unit is required. This equipment usually provides the date, time and telephone number of callers. Ex-directory numbers will not be displayed, and certain international destinations may not be available. Subscription is required for this service.

Smart Release

This allows customers who are ex-directory, or have their number permanently masked, to release the identity of their telephone number on a call-by-call basis. To use smart release, dial **1470** followed by the number you wish to call.

Smart Number Masking

This allows customers who are NOT ex-directory to withhold the identity of their telephone number on a call-by-call basis. To use smart number masking, dial **141** followed by the number you wish to call.

Ring Back When Free (Call Completion to Busy Subscribers, CCBS)

This facility will take away the frustration of listening to an engaged tone. When calling a number that has CCBS equipped, the caller will receive an announcement to say the number is busy and to press **digit-5** to have the call returned upon clear-down. Simply press **5** during, or after the announcement is played, and replace the handset. Your phone will ring back once the party you are calling ends their call. This is only available for residential lines and applies to local calls only. There is no charge for using this facility (i.e. when you press 5). Usage rates apply once the returned call is answered. On the IMS (New Exchange), engage-tone received will no longer allow CCBS using **digit-5**, only applicable when the number-engaged announcement is played.

Useful numbers



Customer Care

care@gibtele.com

+350 20052200

Available Monday - Friday, 09:00 to 18:00



Technical support

Internet **192**

Telephone **193**

Mobile **194**

Roaming **(+350) 20052201**

Gibtelecom TV **195**

TAC@gibtele.com

Available Monday - Sunday, 07:30 to 23:00



Emergency service numbers

Royal Gibraltar Police **199**

Fire & Rescue Service **190**

Ambulance Service **190**

Mental Health Line **111**

Gibtelecom
P.O. Box 929, 15/21 John Mackintosh Square, Gibraltar.
(+350) 200 52200
gibtele.com

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