



OneGuide.

How to use your
landline services
from Onetel

Thank you for choosing Onetel.

As a Onetel customer, you can now go one better every day. Take a look at this guide and you'll find all kinds of free services, plus many more ways Onetel can save you time and money.

Keep it handy for future reference, to ensure you get the most from Onetel. It should answer any questions you may have and contains our helpline numbers should you need any further assistance.

You'll also find helpful information online, where you can manage your account 24 hours a day, at www.onetel.co.uk/myaccount - see page 14 for further details.

IMPORTANT – Always remember to keep your Onetel account password safe.

A new prefix for London

From 1st June 2005, new telephone users in London will be given an 020 3 prefix to meet the increasing demand for new lines. There are no changes to existing 020 7 and 020 8 numbers.

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What happens now.

Line rental and calls

If you've chosen to transfer your line rental to Onetel the process is simple and you have nothing to do. You keep the same telephone line, no engineer will call and you keep your existing phone number. You simply rent the line from us instead of your previous provider.

It takes about 14 days for us to transfer your line from your existing provider to Onetel. Any service (like Call Divert or 1571 Voicemail) that you have with your current provider will cease on the date when your line rental is transferred to Onetel. However, these services can be replaced with the equivalent services from Onetel on request – see page 9 for details.

Calls only

If you would prefer to pay your existing line provider for your line rental, you can still use Onetel for your calls through what we call Select – our name for 'Carrier Pre-Selection' (CPS for short). For this service you require a BT landline.

As with line rental, it takes about 14 days to set up Select. Once activated, Select ensures that Onetel automatically handles all of the calls made from each of your landline's extensions. You will continue to receive line rental from your current provider.

Cable customers

If you access Onetel through other non-BT landlines, for example Cable, you will receive a PhonePal in the post within approximately seven days of registration. An instruction booklet will be enclosed with your PhonePal. Simply plug the box in between your phone handset and your telephone socket.

Once plugged in, your PhonePal ensures that Onetel handles all the calls made from the telephone it is plugged into. If you have additional phone extensions you can order another PhonePal once you've received your first bill. Additional PhonePals can be ordered at www.onetel.co.uk/myaccount or by calling 0845 818 8000. You will continue to receive line rental from your current provider.

Call plans.

Onetel has a range of call plans to suit your needs, all of which include free weekend calls to all UK landlines starting 01 and 02. And what's more, you're guaranteed to save money against BT Together or we'll give you free UK landline calls for a year**. You will continue to receive line rental from your current provider, unless you have chosen to transfer this too.

Call plan	Description
StandardUKTalk and StandardUKTalk+	Free weekend calls to all UK landlines starting 01 and 02. Plus evening calls to UK landlines for just 5p an hour.
LeisureUKTalk and LeisureUKTalk+	Free weekend calls and unlimited* evening calls to all UK landlines starting 01 and 02. Free and unlimited calls apply at all times except weekdays between 8am and 6pm.
TotalUKTalk and TotalUKTalk+	Free weekend calls and unlimited* daytime and evening calls to all UK landlines starting 01 and 02.
British Gas Talk	Free evening and weekend calls to all UK landlines starting 01 and 02 with British Gas. Free calls apply at all times except weekdays between 8am and 6pm.
British Gas Total	Free weekend calls and unlimited* daytime and evening calls to all UK landlines starting 01 and 02 with British Gas.

Your plan name followed by a '+' indicates that Line Rental from Onetel is included. However, if you have a British Gas call plan with line rental these will be a detailed separately on your bill. Your plan can be changed online at www.onetel.co.uk/myaccount Alternatively, you can call 0845 818 8000.

Subject to status and acceptance. Free/inclusive calls are those made from your registered residential landline and exclude non-voice calls. A minimum 4.8p charge applies to chargeable calls from your landline. *Fair Use Policy applies. **One year's free UK calls will take the form of a credit, equivalent to 12 months TotalUKTalk. Credits are non-refundable and must be used within 12 months. Onetel reserve the right to remove any unused expired credits. Excludes BT Light Users. Monthly fees and call connection charges may apply, see www.onetel.co.uk or rate sheets for details. Conditions apply. All references to British Gas apply to Scottish Gas in Scotland.

Plan Extras.

Onetel offer more than just great value rates and call plans. You can save even more with our range of Extras which can be added to all UKTalk and British Gas call plans.

TopCaller

This Extra is free and gives you a discount of up to 20% off calls to the local, national, international and UK mobile numbers you call most frequently. Simply nominate your 18 favourite numbers to benefit from the savings shown below. You can change your favourite numbers once a month, at www.onetel.co.uk/myaccount

Calls to	Allowance	Discount
International landlines	6	10%
Local and national landlines, or UK mobiles	6	10%
Number starting 0845	1	20%
Best friend	1	20%

MobileCaller

For just £1 a month this Extra gives you a total of 20% off calls to all UK mobiles at all times, compared with BT Together rates. Calls are billed per second.

InternationalCaller

For just £1 a month this Extra gives you our lowest ever rates to international landlines and mobiles from just 2p per minute at any time. Calls are billed per second.

**To add or update Plan Extras please visit
www.onetel.co.uk/myaccount
or call 0845 818 8000**

Voicemail.

Voicemail Basic

Basic message retrieval for your phone

This message retrieval service is accessible free via 1571 from your registered landline. If you have requested this service, it will be activated four working days after your line rental is activated. This service includes: personalised name greeting; storage of up to 15 messages for 21 days; missed Call Notification to inform you of a caller's number if they don't leave a message; and the Reply Now facility to automatically return the call.

• Retrieving your message	1571
• Reply now	0
• To return to your message after using Reply Now	* *

Voicemail Plus

Advanced message retrieval for your phone

This message retrieval service is £1.50 a month and has all the benefits of Voicemail Basic, plus:

- Increased storage space of up to 30 messages
- Full playback control, including fast-forward and rewind features
- Wake-up and Reminder calls
- Access to messages from any touch-tone phone by calling 0845 818 0000

Line Features.

If you have Line Rental from Onetel you can use any of the following services. There is a small monthly fee for all Line Features except 1471, which is free. The more features you take the greater the discount.

- Buy one feature for £1.50
- Buy second feature for £1.00
- Buy third feature or more for £0.75 each

1471 (this Feature is free)

Lets you know who called last

1471 lets you know the last number that called and allows you to return the call straightaway. This Feature is free and is automatically available to everyone with Line Rental from Onetel.

• Finding out the number	1471
• Calling the number back	3 (This will be charged at the normal rate, but will incur a 6p connection charge)

1471 Extra

Tells you the last five numbers called

If you're away from your phone for a while, it can be very useful to know the last five numbers that called you, rather than just one. Simply upgrade from the standard 1471 service.

• Finding out who has called	1471
• Select the previous number	4
• Delete a number from list	*
• Call a number back	3 (This will be charge at the normal rate)

Call Waiting

Tells you when other callers are trying to get through

With Call Waiting you'll hear a discreet beep when someone's trying to get through to you while you're on the phone. You can choose whether or not to take the call.

• Checking the service is on	* # 43 #
• Switching on	* 43 #
• Speaking to your 2nd caller	Press recall (first caller put on hold)
• Switching between callers	Press recall
• Switching off	# 43 # (switch off if you want to use a fax or modem on the same line)

Call Divert

Divert calls to another number when you're away from your phone

With Call Divert, you can divert your calls to almost any phone, including your mobile. Call Divert can also divert calls while you're browsing the internet or are on the phone.

• Diverting your calls	Dial * code * 'phone number to divert to' #
• Checking your diverts	* # code #
• Switching off call divert	# code #
• Codes	21: divert all calls 61: divert calls you don't answer within 15 seconds 67: divert calls when your phone is engaged

So, for example, if you'd like to divert all your calls to your office phone: press * then 21, * again, then your office number, followed by #

Note: You can only have one divert active at any one time.

Caller Display

See who's calling you

The number of the caller is shown on Caller Display compatible equipment.

Anonymous Caller Reject

Stops calls from people who have withheld their number

This blocks any call where the caller has withheld their number. In order to get through, they have to reveal their number.

• Setting up	* 227 #
• Cancelling	# 227 #
• Checking	* # 227 #

Reminder Call

Your phone acts like an alarm clock

With Reminder Call, your phone rings when you program it to.

• Setting a call	* 55 * the required time # (Use the 24 hour clock – e.g 5.30am is 0530 and 6.30pm is 1830)
• Cancelling	# 55 #
• Checking the call time	* # 55 #

Ring Back

Lets you know when an engaged number is free

Ring Back will let you know when a number is free so you don't have to keep redialling.

• On hearing engaged tone	5	Wait for the confirmation message, then replace handset
• Answering a Ring Back		Pick up your handset when you hear the special ring
• Checking	* # 37 #	
• Cancelling	# 37 #	

Ring Back is not available for calls to ISDN lines, international destinations and some multi-line switchboards.

Three Way Calling

Quick and easy conference calling for three people

Instead of making lots of calls, choose Three Way Calling and save time and money.

• Setting up	Press recall, wait for a dial tone. Dial second phone number. Wait for answer. Press recall 3
(To talk to two callers separately, press 2 instead of 3 when the second caller answers. If you want to switch between the two callers, press recall, wait for the dial tone and then press 2)	
• Ending the first call only	Press recall, wait for dial tone, press 5
• Ending the second call only	Press recall, wait for dial tone, press 7
• Ending the call	Hang up

Call Barring.

Call Barring allows you to bar certain calls being made from your home phone – putting you in control of your phone bill. Call Barring is available to all Onetel customers (except those that use the 1877 or 1878 access code).

It costs £1.50 a month – but if you have Line Rental from Onetel you'll benefit from great discounts when you take more than one Line Feature (see page 9 for full details).

Type of calls that can be barred

You can bar calls to the following types of numbers:

- Premium rate (09 numbers)
- International (all 00 numbers)
- Internet services (08 numbers excluding 0845, 0870 & 0800)
- Non-geographic services (all 08 numbers excluding free phone 0800)
- Mobile (07 numbers including messaging and personal numbering)
- Directory Enquiries (all 118 numbers)

Changing barred numbers

You can set-up or change your barred numbers at any time by visiting www.onetel.co.uk/my account or calling **0800 957 0045** and following the prompts. Don't forget you will need a PIN – if you haven't already selected a PIN the default is 1234. Your PIN can also be changed by visiting www.onetel.co.uk/my account

Your online bill .

Save time and money with online billing

Online billing is perfect if you want to keep on top of your account and save time and a little money too. You'll save 50p on your bill if you choose to receive it in this way. You can do everything, from seeing exactly what you're spending to changing your Internet or call plan. And you can save time too - there's no need for paperwork or a call to customer services.

We'll send you an email when your bill is ready and away you go.

What you can do with online billing

- View your unbilled balance to keep track of what you spend
- Use the Bill Analyser and Usage Graph to see your old and new spend patterns
- View your last six months' bills
- See your previous payments and set up regular ones

Get more services and more benefits online too

- You can change your TopCaller numbers to save even more
- Set up or de-activate Line Features like Call Barring
- Order new services such as broadband with just a few clicks
- Get your calls cheaper by bidding in our Call Auctions

Get online billing and save 50p on every bill

Just go to www.onetel.co.uk/myaccount

Mobile Override.

How to make mobile calls at low landline rates, whatever your network

Whichever mobile network you're on you can still access low Onetel landline rates for international calls.

Any Mobile Override calls made are conveniently billed to your monthly bill. All you need to do is register your mobile number on your Onetel account. Simply visit www.onetel.co.uk/mobileoverride to order this service or call **0845 818 8000**.

Using Mobile Override

Once you've registered your mobile number, you can use the Mobile Override service by following these simple instructions:

1. Dial the access number (see below).
2. At the voice prompt, dial the destination number, then press the # key.

Pressing the # key connects your call via Mobile Override (don't press send or call as this will cancel the Override).

Access numbers

The access number you need to call to use Mobile Override will depend on the network you are calling from, as detailed below. Please be aware that your mobile service provider may levy a charge for calls made to the access numbers.

Network	Access number
Onetel mobiles	223835
All other mobiles	020 7018 0001

Customers not charged for calls to 0800 numbers by their mobile provider can take advantage of a freephone 0800 access number. You should call **0800 957 0400** to find out the current access number as it will vary.

Registering your mobile with mobile override maybe subject to your Onetel payment history.

Mobile Phonebook Update

To make things even easier we've introduced this fantastic tool so that you can dial as normal from your phonebook to access low landline rates from Onetel without having to remember your access number.

To use this free tool just follow these simple instructions:

- 1 Log into your account at www.onetel.co.uk/myaccount
- 2 Choose Mobile Phonebook Update from the Mobile Extras menu
- 3 Follow the on-screen instructions and you will receive free business card text messages which you should save to your phonebook

Bundles.

Save a bundle by combining your services

Onetel have gone one better and wrapped up our landline, internet, and mobile products in six bundles to offer you fantastic reduced prices. All bundles give you significant monthly savings when compared to buying each product individually. And you'll receive only one bill each month.

Landline	Internet	Mobile	Monthly fee	Monthly saving
LeisureUKTalk	Unlimited broadband up to 2Mb	–	£24.99	£2.99
TotalUKTalk	Unlimited dial-up internet access	–	£19.99	£4.99
TotalUKTalk	–	OnePlan70:70	£24.99	£5.99
TotalUKTalk	Unlimited broadband up to 2Mb	–	£29.99	£4.99
TotalUKTalk	Unlimited broadband up to 2Mb	OnePlan60+	£39.99	£9.98
TotalUKTalk	Unlimited broadband up to 2Mb	OnePlan120	£49.99	£9.98

For further information and to sign up to one of our bundles, please visit www.onetel.co.uk/bundles or call 0845 818 8000

Your questions answered.

How do I know the rate at which my calls will be charged?

Different types of UK calls can be determined by the first two digits dialled. For example:

Number starting	How will they be charged?
01, 02	These are UK landline numbers and calls to these numbers will be charged at the rates outlined on the included rate sheets
03, 04 05, 06	These numbers are currently not in use
07	These are UK mobile/pager numbers and calls to these numbers will generally be charged at the rates outlined on the included rate sheets
08	These are non-geographic numbers, such as local rate – 0845 and national rate–0870*
09	These are premium rate numbers and can be priced anywhere from 11p to £1.65*

*Please refer to www.onetel.co.uk/rates for a full breakdown of non-geographic and premium number rates.

Will BT or other companies charge for calls?

For our line rental and Select customers, all telephone calls are charged through Onetel.

If you access the Onetel services by Select or PhonePal (the phone extension that your PhonePal is plugged into), you won't be charged for any part of the call by BT, NTL, Telewest or other telephone companies.

If you use a national number access code, or are calling through Mobile Override, you may or may not be levied a charge by your service provider. Please check with them before you make your call.

Will my telephone number have to change?

No – you will not need to change your telephone number.

For our line rental customers, the number doesn't change because you actually keep the same physical telephone line. Similarly for our Select and PhonePal customers, there's no need to change your telephone number because our systems link in with your existing service provider.

When will my service become active?

The activation time for our line rental and Select services is between 10-15 working days from the date of your order. You will be sent confirmation once your services have been activated.

If you have chosen to access the service with a PhonePal, the activation time is just 3-4 working days from the date of your order. You will be sent confirmation once your PhonePal has been dispatched.

Do I have to contact my provider when I switch my line rental to Onetel?

No. We contact your current provider on your behalf. They will send you a letter – this is just confirmation. Should you find the information from them confusing, or if you have any queries, call us on **0845 818 8000**.

What if I change my mind or chose to cancel my service with Onetel?

You can cancel your order for line rental or Select up to seven working days from us processing your order and you won't be subject to any charges. Once your service is active you can cancel at any time – you just need to give us seven working days notice and cancellation takes up to 10 working days. We currently charge you one month in advance for your line rental and any call plan fees. If you move your line rental and calls away from Onetel, you will receive pro-rata refund of fees paid from the date of disconnection.

Can I add or remove Line Features?

Yes – just call us on **0845 818 8000** or visit www.onetel.co.uk/myaccount to change your Line Features. Please note, it will take two days to process your request. As they are charged in advance, if you wish to remove a line feature you will receive a refund for the balance of the monthly charge.

What if I am having difficulties with my line?

If you are a line rental customer and have a problem with your landline, simply call us on **0845 818 8000** and our Communication Specialists will endeavour to resolve the problem over the phone. However, occasionally we may need to send an engineer round to your property to fix any faults. In this case it will be a BT engineer, working on our behalf. We will arrange this for you and will follow up with BT to ensure any problems are resolved in a timely manner.

What should I do if I'm receiving malicious or nuisance calls?

If you are receiving nuisance calls, our Communication Specialists will liaise closely with you to resolve this serious issue. This may include a change to your telephone number, if required. Just call us on **0845 818 8000**.

I'm moving house. What do I need to do?

For all queries regarding moving home, please contact our specialist team on **0845 818 8000** who will endeavour to ensure your line is transferred at your convenience. In certain circumstances, we will not be able to provide new lines to customers moving to properties with no existing lines. You can also inform us at our website www.onetel.co.uk/myaccount under 'moving house'. Please let us know about your change of address at least 10 days before you move.

Can I still call BT Customer Services on 150, 151, 152 or 154?

No. You will no longer be able to use these numbers, as you will no longer be a BT customer. Onetel can provide all the same services – please call our Customer Services Team on **0845 818 8000**.

Onetel and TreeHouse – creating a better future for children with autism

Onetel has partnered with TreeHouse, an educational charity for children with autism, to help aid the excellent work the charity is doing both on a local and national level. TreeHouse is leading by example to improve opportunities for children with autism. It has established a flagship school in London, provides specialised training to teachers nationwide and supports other new autism schools.

Together TreeHouse and Onetel are working on volunteering activities and raising funds through various initiatives. Just for starters, Onetel is donating 1p for every call made to the Onetel UK Directory Enquiries number, 118 111.

For more information about TreeHouse please go to www.treehouse.org.uk



Accessibility.

At Onetel we are aware that all of our customers have different needs. In order to accommodate the diversity of these needs, and improve the quality of your experience, we have a range of additional services.

Alternative Formats

We can provide our monthly bills in large print, Braille or on audiotape. Other literature is available on request.

News Tape

We provide a news tape for customers receiving alternative format bills detailing information about our new products and promotional offers that are normally detailed in inserts you receive in your standard print bill.

To request this tape please speak to one of our Communication Specialists.

Account Nominee Scheme

If you are disabled or elderly you may find it helpful to nominate someone to receive your monthly bill or contact us about your Onetel account, via your secure account password.

You and your chosen nominee will be required to complete and return an application form to set this service up.

To maintain security on your account ensure that your password is kept confidential, with details provided only to your nominated account representative.

Accessing other useful services

195 Directory Enquiries

Directory Enquiries via 195 is available free of charge for people for whom a sight problem, dyslexia, illness or a disability means that handling the Phone Book is difficult. You are required to complete an application form, and access to the service is then available via a secure PIN number.

Please dial 195 from your registered landline for more information.

TypeTalk

If you have a speech or hearing impairment you can contact us via the relay assistance service, TypeTalk. The service is accessed via a 5 digit number that is prefixed before the telephone number you are calling.

Website

The Onetel website and online account management has been designed to suit customers with special needs - visit www.onetel.co.uk

Please contact our Communication Specialists to discuss how we can be of further assistance.

Operator Services.

Onetel offers Operator Assistance via Cable & Wireless if you dial 1877 100. Calls cost 40p per call. BT Operator Assistant is still available when you dial 100 from your landline.

Directory Enquiries

To find a UK number, simply call Onetel Directory Enquiries on 118 111*.

*Calls are charged at 10p per minute with a 20p connection fee. Calls from non-Onetel registered services are charged at 35p per call.

Please call us on 0845 818 8000 to request this OneGuide or any other information you require in large print, Braille or on audio tape.

You may contact us using a textphone on 0845 818 0505.

0845 818 8000
www.onetel.co.uk



A Centrica business

Onetel is a trading name of Centrica Telecommunications Limited.
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