



VALUE ADDED SERVICES ON NAYATEL PHONE LINES

Version 2.1



Code Barring



Call Waiting



Forwarding



Call Transfer



3 Way Con



Payback Offer



Calling Line
Identification



Fax Call



Emergency
Calls



VALUE ADDED SERVICES ON NAYATEL PHONE LINES

USER GUIDE

Following features are available on Nayatel Telephone services.

- ▶ Code Barring
- ▶ Call Waiting
- ▶ Call Transfer
- ▶ Three Way Conference
- ▶ Payback Offer
- ▶ Calling Line Identification
- ▶ Emergency Calls
- ▶ Fax Calls



Code Barring

Code Barring Services allows customers to block outgoing calls on NWD, mobile and international destinations. By default, all outgoing calls are open. You can block the outgoing calls through following procedure:-

Select a 4-digit PIN as per your choice. For example, if you want to set your PIN as 1234, you will have to dial ***541*1000*1234*1234#** from your phone to set 1234 as your PIN. To change the PIN you need to dial ***541*(Old PIN)*(New PIN)*(New PIN)#**

- To block Nationwide, Cell Phone and International Dialing, dial
***54*2*(4-digit PIN)#** 📞
- To block International Dialing only, dial
***54*3*(4-digit PIN)#** 📞
- To block all outgoing
***54*1*(4-digit PIN)#** 📞
- To open the code
#54*(4-digit PIN)# 📞
- If you lose or forget the code, please send us an email at ngn@nayatel.com or call us at 111-11-44-44.



Call Waiting

Call Waiting makes your phone line never busy for incoming calls and allows you to listen to another incoming call while putting first caller on hold. During the conversation, if the second call is received on your number, you will hear a beep during the conversation. To listen to the second call, do the following:

Press Flash/Cradle Key to start conversation with the second caller. This will put the first caller on hold.

After finishing with the second caller, press the Flash/Cradle Key to resume conversation with the first caller.



Call Forwarding

Call Forwarding enables you to never miss your calls when you're away from phone. This facility redirects incoming calls on your phone to your desired number (*All forwarded calls will be charged as per tariff*). Call Forwarding can work in any one of the following three cases:-

IMMEDIATE CALL FORWARDING

Incoming calls to your Nayatel telephone will be immediately forwarded to your desired number.

- To enable immediate call forwarding on your telephone line, proceed as follows:

*** 57 * (NUM) #** 📞

(NUM) is the number, to which you want to forward your calls from your Nayatel Telephone.

- To disable immediate call forwarding on your telephone line, proceed as follows:

57 # 📞

CALL FORWARDING IF NO REPLY

If your phone line is unanswered for 8 rings or 30 seconds, the call will be forwarded to your desired number. To enable CALL FORWARDING IF NO REPLY, proceed as follows:

***41*(NUM) #** 📞

(NUM) is the number, to which you want to forward your calls from your phone.

- To disable CALL FORWARDING IF NO REPLY on your phone line, proceed as follows:

#41# 📞

CALL FORWARDING IF LINE BUSY

Incoming calls can also be forwarded to your desired number, if your phone line is busy.

- To enable CALL FORWARDING IF LINE BUSY on your Nayatel telephone, proceed as follows:

***40*(NUM) #** 📞

(NUM) is the number, to which you want to forward your calls from your Nayatel Telephone.

- To disable CALL FORWARDING IF LINE BUSY on your Nayatel telephone, proceed as follows:

#40# 📞



Call Transfer

Call Transfer enables you to transfer any incoming or outgoing call to any phone number.

INCOMING CALL TRANSFER

- By using this service, you will be able to transfer an incoming call to another number by using following procedure:
- You receive a call from a number. Put the first caller on hold by pressing the FLASH/Cradle Key.
- You will now hear the normal dial tone. Dial the number of second person. When the call is answered press FLASH/Cradle key and digit "4".
- After disconnecting the call, both the other callers will be connected to each other.

OUTGOING CALL TRANSFER

By using this service, you can dial two numbers and connect them with each other by using following procedure:

- Call the first number from your phone.
- Put this first call on hold by pressing the FLASH/Cradle Key.
- You will hear the normal dial tone. Dial the second number.
- When the call is answered, press FLASH/Cradle key and digit "4".
- Both the other callers will be connected to each other.



3 Way Conference

Conference call enables you to speak to two different phone numbers at a time. Following is the procedure to make a three way conference call.

- Call the first caller.
- When the call is answered, put the first caller on Hold by pressing the Flash/Cradle key.
- Dial the second number.
- When the call is answered, press the Flash/Cradle Key and Digit "3".
- You are in conference with the other two callers.



Payback Offer

Give your Nayatel phone number to your family and friends and start earning reward points for incoming call.

INCOMING CALLS REWARD

- 1 Reward Point = Rs. 0.30
- For all incoming local and nationwide calls (land line, mobile or WLL) = 1 reward point / minute
- For all incoming International calls (any destination) = 1 reward points / minute

All reward points earned will be credited against your regular monthly bill and can be used for making outgoing calls. Greater the number of incoming calls, more you save on your monthly bill.

- All reward points earned will be useable after every two months.
- Calls less than a minute (60 Second) will not be included in Rewards Points.
- Details of monthly incoming calls will be available at <http://customer.nayatel.com> after every 2 months



Calling Line Identification

CLI allows you to identify the caller before picking up the phone. The customer can check obnoxious calls and can keep the complete record of all incoming / outgoing calls with time and date to take any action.



Emergency Calls

A Subscriber is able to call public services and emergency numbers without any balance in their account.



Fax Calls

Fax can be generated and received from inside and outside of network using fax machine.

ACTIVATION/DEACTIVATION CODE SUMMARY

Value Added Services	Activation Code	Deactivation Code
Code Baring (To set or change PIN)	*541*oldPIN*NewPIN*NewPIN# Default Old PIN = 1000	N.A
Code Baring (Block all)	*54*1* (4-digit PIN)#	#54* (4-digit PIN)#
Code Barring (Block NWD, Cell, Intl)	*54*2* (4-digit PIN)#	#54* (4-digit PIN)#
Code Barring (Block Intl/International)	*54*3* (4-digit PIN)#	#54* (4-digit PIN)#
Call Forwarding Immediate	*57*NUM#	#57#
Call Forwarding No Reply	*41*NUM#	#41#
Call Forwarding Busy	*40*NUM#	#40#