

See the number  
of the person  
who's calling



## Calling Number Display User Guide

### Your callers' numbers working for you

Calling Number Display<sup>1</sup> lets you identify who is calling you by displaying the caller's telephone number, unless the number is blocked.

Using a special Calling Number Display telephone, stand alone attachment that has a display screen<sup>2</sup>, or the T1000C rental phone, Calling Number Display gives you the control to screen your calls by identifying the number of the person who is calling you, before you answer the phone.

As soon as your phone rings, the caller's telephone number will appear on your display screen. In addition to the caller's telephone number being displayed, you may also have the following functionality, depending on your display telephone or attachment:

- Display of date and time for each call
- A Call Record log with the details of each incoming call, including unanswered or missed calls
- Simple controls to return calls to numbers in a Call Record log
- User programming to enable or disable some functions, which may include assigning a special ring to nominated numbers
- Call Waiting Display, which lets you know a second caller's number when you are already on a call.

Our T1000C Calling Number Display rental phone includes a display screen, as well as buttons that make it easier for you to use other Telstra features such as 1# Telstra Feature Assistant, Call Return, Call Waiting, Call Forwarding, 3-Way Chat, Call Back and MessageBank®. For information on this phone, please call us on **13 2200**.

### What are the costs?

#### Calling Number Display

Once you have Calling Number Display compatible equipment<sup>2</sup>, such as the T1000C Calling Number Display rental phone, the only other cost for the service is a low monthly fee per line, which will be charged to your account<sup>3</sup>.

Mobile phone users who wish to receive telephone numbers of incoming callers need to have a digital mobile phone.

#### Call Recording

Logging of calls is automatically available to users with compatible equipment when they subscribe to the service. Please note that Call Log capacity varies. Please consult your equipment manual.

#### Call Blocking

Blocking of calls is free. With Call Blocking you can choose to block your number for individual calls, so your details remain private. If you are calling from a Telstra fixed network analogue service, simply dial the prefix 1831 before making a call.

Note: An equivalent option is available from all other services. For details see your telephone equipment user manual or contact us.

#### Line Blocking

Permanent Line Blocking is automatically provided to customers with unlisted numbers and is also available on request for listed services. Line Blocking blocks your number from being sent when you make calls. You may choose to override the blocking function and send your number on occasion by dialling the prefix 1832 before making your call, if you are calling from a Telstra fixed network analogue service.

Note: An equivalent option is available from all other services. For details see your telephone equipment user manual or contact us.

Correct at time of printing.

<sup>1</sup> Available in most areas. Not available if call has been blocked. Please check with Telstra that your service is Calling Number Display compatible before purchasing any Calling Number Display phone equipment. Non-Telstra customers should contact their carrier/service provider directly to ascertain whether their number will automatically be sent.

<sup>2</sup> Special Calling Number Display telephones and stand alone attachments that incorporate a display screen can be purchased from Telstra Shops and other telephone retailers. You can also rent a T1000C Calling Number Display Rental Telephone from Telstra. For further information, please call us on 13 2200.

## The Calling Number Display screen

11:58<sup>AM</sup> 28/01 This message displays the caller's digital mobile number.  
0419310240

11:58<sup>AM</sup> 28/01 This message displays the telephone number of the call you have received or missed.  
0396637698

The following messages will not display the telephone number of the caller:

11:58<sup>AM</sup> 28/01 'PRIVATE'  
PRIVATE Indicates that the call is from:

1. A silent line or unlisted number
2. A caller who has chosen to block their number
3. A caller calling from overseas (arriving via a carrier other than Telstra), or
4. A caller whose telephone service is provided by a carrier or service provider not participating in Calling Number Display.

11:58<sup>AM</sup> 28/01 'UNAVAILABLE'  
UNAVAILABLE May indicate that the call is from an overseas caller or Payphone.

Note: Some display devices may display the words 'Out Of Area'.

11:58<sup>AM</sup> 28/01 'PAYPHONE'  
PAYPHONE Indicates that the call is from a Payphone.

Note: The word PAYPHONE will only appear if the display unit supports this option.

### Guidelines for Business and Organisations (including telemarketers in regards to collecting information)

The Australian Communications Industry Forum has published a *Calling Number Display Industry Code* to establish rules for the operation of Calling Number Display. The Code includes guidelines regarding the use and distribution of displayed information by organisations using Calling Number Display services.

To protect the privacy of callers, these guidelines aim to regulate the use of information collected through Calling Number Display and businesses are encouraged to comply.

Telstra reserves the right to withdraw the Calling Number Display service from a subscriber subject to the advice from an appropriate external authority regarding breaches of the guidelines.

## The great benefits of Calling Number Display for you

Here are some of the ways that Calling Number Display can benefit you every day.

**If you can't get to the phone in time or miss a call**, you have the peace of mind and convenience of knowing the number of the person who has called.

**Calling Number Display helps you to identify nuisance calls** and you can choose to ignore blocked calls.

**When it's inconvenient to answer a call**, you can let your phone record the caller's details and call them back later, if you choose to.

**If you're already on a call**, the Call Waiting Display<sup>4</sup> feature lets you see a second caller's number, so you can choose whether or not to take the call.

These examples presume that the caller has not chosen to block their number.

## How Calling Number Display works

As a Calling Number Display customer, you receive the telephone numbers of your callers, unless the caller:

- Has chosen to block their number
- Has a silent line or unlisted number
- Is calling from overseas
- Has their telephone service with a carrier or service provider who is not participating in Calling Number Display.

When your phone rings, simply look at your display screen. After a while you should become familiar with seeing the numbers of the people who call you regularly.

You can choose to answer the call immediately or, if you're busy or unsure of the number, you can choose to store the number and return the call later.

Storing or logging of a limited number of calls (Call Record) is a standard feature of most display telephone equipment.

## Further Enquiries

We hope this booklet has been able to answer your questions about Calling Number Display. If you would like more information, please call us on **13 2200** or visit [www.telstra.com](http://www.telstra.com)

<sup>3</sup> Prices may change at Telstra's discretion.

<sup>4</sup> Call Wait Display is available on tone phones in most areas. Not available if call has been blocked. Compatible equipment is required.

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