

Caller Display

What is Caller Display?

Caller Display shows you the phone number of the person calling. It allows you to recognise familiar numbers and answer calls appropriately. It can be used to screen calls and if you're running a home business, use Caller Display to manage your incoming calls.

How much does Caller Display cost?

Caller Display is \$2.55 per month (including GST) if you have a residential line or \$3.40 per month (including GST) if you have a Home Business line.

How does Caller Display work?

When a call comes through, you can check your Caller Display screen to see the caller's phone number.

You'll need a Caller Display compatible telephone, or a separate display unit attached to your existing phone.

As long as your phone rings twice or more, your special display phone or unit will keep a record of the number of an incoming call.

Things you should know

Caller Display is not available in all areas.

The phone number will not be displayed if your caller:

- Dials a code which blocks Caller Display from recognising their number
- Calls from outside New Zealand
- Calls from some older exchanges or non-Telecom networks, a payphone or some mobile phones

Please read our **terms and conditions** for providing Caller Display

Kinect requires 30 days notice to cancel Caller Display. This means the usual charges will continue to apply for 30 days after the date you cancel this service, even if it is disconnected within that period

Please note that in some cases this service may not be available or is limited due to network constraints and incompatibility with other products and services

You need to have a Kinect landline account to set up Caller Display. Join Kinect online at www.kinect.co.nz.

Caller Display user guide

Calling people who have Caller Display

When you call family and friends with Caller Display, they can recognise the number and caller. Likewise, businesses who recognise your number may give you better and more personal service.

Keeping it confidential

If you don't want people with Caller Display to see your number, you can withhold it.

Number Withhold is free and easy to use. Simply dial 0197 (or 197 if you're calling from a business phone with a toll barred extension) before the number you are calling and the words 'Anonymous Call' (or similar) will appear instead of your number.

If you have Caller Display, remember that people calling you can choose to withhold their number.

Some helpful advice

Not every call made to your telephone will have the caller's telephone number displayed. For example:

- The caller's telephone number will not be displayed if they have withheld their number. If a number is not displayed, it will not be stored.
- Where a person is calling from **another network**, older exchanges, some payphones, or some mobile phones, the number will not be displayed and the phrase 'Anonymous Call' or 'Unavailable' (or similar) will appear.
- If the call is made from a caller's own telephone system such as a PABX (business exchange) system the number could be any one of the numbers assigned to that organisation.

The caller may not necessarily be the person you normally associate with the telephone number displayed.

The caller may be using someone else's telephone or perhaps a number of people have access to that particular telephone.

The telephone must complete two ringing cycles before incoming call information is displayed or stored.

Some Caller Display equipment may display words other than 'Anonymous Call' or 'Unavailable' for calls not presented.

Please note if you use Kinect as your tolls provider, do **NOT** dial the area code when returning calls within your local calling area. You may be charged national rates for the local call if you include the area code.

Caller Display is not available in all areas.

Calls to 111 Emergency Services will always display the telephone number, even if you use number withhold.

The Privacy Act imposes certain obligations on people and organisations when they collect, hold, use or disclose personal information. You must comply with the Privacy Act and any code of practice issued under that Act which applies to you. It is intended that Caller Display information be collected and used by you for the purpose of (a) potentially identifying the calling party and, (b) calling back a telephone number displayed or stored on your special display equipment. If you collect or use the Caller Display information for other purposes, you must ensure you do so in accordance with the Act or any code. If you are unsure of any of your obligations under the Act or any code, then you should seek legal advice.

Caller Display special terms and conditions

You can read the Caller Display special terms & conditions for residential customers here.