

## Call Waiting

### What is Call Waiting?

Call Waiting lets you know if someone is trying to phone if you are on another call. It is the perfect solution for a busy household or home business.

### How much does Call Waiting cost?

Call Waiting is \$2.55 a 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 Call Waiting work?

If you're on the phone and another caller phones in, you'll hear four short beeps. Switch from one call to the other simply by pressing the 'recall' button.

Call Waiting requires a touchtone phone and is available in most areas.

### Things you should know

Kinect requires 30 days notice to cancel the Call Waiting service. 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.

You need to have a Kinect landline account to set up Call Waiting. Join Kinect online at [www.kinect.co.nz](http://www.kinect.co.nz).

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.

## Call Waiting user guide

### How does Call Waiting work?

Call Waiting is easy to use:

Four beeps tell you someone's calling you when you're on another call. You can answer the second call as long as the other caller doesn't hang up.

Press the 'flash' or 'recall' button on your phone. You can then talk to the second caller.

To return to the first caller, simply press the 'flash' or 'recall' button again and you will be able to continue your original conversation.

If you use the 'flash' or 'recall' button on your phone to move between calls you won't lose a caller by mistake.

### How to suspend Call Waiting

You can suspend Call Waiting if, say, you need to make an important call where you don't want to be interrupted or you're about to use Dial Up Internet.

Before you make your call or connect to Dial Up Internet dial \*52.

Then dial your call or connect to the Internet.  
When you complete your call, Call Waiting is automatically reactivated.

### **Call Waiting with other services**

Call Waiting works great with **Call Minder**. You can decide whether to accept the second call or let it go through to Call Minder to take a message.

If you have a fax operating on the same number, we suggest using our **Dual Number** or **FaxAbility** services, so that you never miss important faxes.