

# Call Services Voicemail and more

**Get more from your mobile with O<sub>2</sub> call  
management services**

**O<sub>2</sub> business**

# Voicemail 901

## Introducing Voicemail 901

Voicemail answers your missed calls and lets you know if you have any new messages. It's available to all O<sub>2</sub> customers and it's ready to go on all new O<sub>2</sub> phones. If it's been switched off, you can activate it by **dialling 1750** free from your mobile.

### How much does it cost?

Calls to 901 are charged at your standard tariff rates for Voicemail.

# O<sub>2</sub> Group Conferencing

Not all meetings need to happen face-to-face. With O<sub>2</sub> Group Conferencing, you can meet with up to 39 people on the same call, regardless of where you and your attendees are based.

## The benefits of Group Conferencing

- Reduces travel time and costs
- Flexible — there's no need to book and meetings can be set up with just a few minutes' notice at any time of day
- Participants can dial in from any phone, in any country
- No monthly subscription required — each participant pays their own call charges (Business customers pay 8p a minute on O<sub>2</sub> or within bundled minutes depending on tariff, Consumer customers pay 15ppm on O<sub>2</sub> or within bundled minutes depending on tariff)
- Gives you a back up plan if transport delays or illness threaten the cancellation of face-to-face meetings
- No need to have an O<sub>2</sub> mobile to register

To register for Group Conferencing apply online via our web registration form at [o2.conferencing.bt.com/conferencing](https://o2.conferencing.bt.com/conferencing)

# Trafficline

Trafficline gives you instant access to up-to-the-minute information about British roads — allowing you to save time and avoid traffic jams.

## Using Trafficline

For traffic conditions in your area, dial **1200** from your mobile (or **91200** if you're using Mobex or GroupWorker). Trafficline will automatically identify your location and give you the latest traffic report.

For conditions on a particular motorway or A road in the UK, dial **1200** (or **91200**) from your mobile:

**Press 1** then the motorway number — e.g. for M60 information, key 1 then 60.

Or:

**Press 2** then the trunk road number — e.g. for A58 information, key 2 then 58.

To change direction or skip a section, **press #**. To repeat the last section, **press \***.

## Safer driving

We want you to stay safe. So if you can't call Trafficline before you start driving, please ask a passenger to call for you, pull over or use a handsfree kit.

## How much does Trafficline cost?

Trafficline calls cost 38.3p per minute (excl. VAT) for all O<sub>2</sub> customers. Most calls last less than a minute and are billed by the second.

To find out more about Trafficline, contact your Account Manager or request a **call back**.

Please note that Trafficline is not available in Northern Ireland.

# Managing calls

We have a range of services to help you manage your calls more effectively.

**Call divert** — Redirect your calls to another number when you can't answer your mobile.

**Call transfer** — Transfer calls from your mobile just as you would from your office landline.

**Marking personal and private calls** — Save time and money identifying personal calls

**Call waiting** — Answer other calls even when you're already on the phone.

**Call hold** — Temporarily pause one call while you quickly pick up another.

## O<sub>2</sub>CallAlert

If you miss a call, O<sub>2</sub>CallAlert will text you your caller's number and the time they called so you can call them back.

Your callers will hear a message telling them that their number will be sent to you by text to let you know they called. If your caller has withheld their number, you won't be sent a text and they'll be told to call again later.

If you miss more than one call, O<sub>2</sub>CallAlert will send you details of up to four callers with the date and time of their last call to your mobile phone.

### Activating O<sub>2</sub>CallAlert

You can activate O<sub>2</sub>CallAlert at any time by calling 1710 free from your mobile phone. Switching on O<sub>2</sub>CallAlert deactivates **Voicemail 901**. To go back to Voicemail, just call 1760 free.

To find out more about how O<sub>2</sub> can help you manage your calls more effectively, contact your Account Manager or request a **call back**.

# Directory enquiries

Whether you're looking for a business or a residential number, just call 118 402<sup>†</sup>. We'll text you the number or numbers you need or put you straight through. You choose. All for just 51.06p (excl. VAT) a minute, with a minimum charge of one minute

**To find out more, contact your Account Manager or request a [call back](#).**

<sup>†</sup>Add 9 before the number if you're on Mobile Extension.