

## Subscriber Controlled Transfer of Telephone Calls

This facility is for the customer who, while he is out or does not wish to be disturbed by phone calls, requires his incoming calls to be transferred to a different telephone number on the same telephone exchange.

The customer himself sets up and cancels transfer arrangements from his own telephone without the assistance of the operator.

### Facilities

Incoming calls may be transferred to numbers on the same exchange by an individual customer to one other number, or by a member of a group of up to 10 customers to any number within that group.

If a customer wishes to divert calls to a number on a different exchange, the calls may be transferred to the local operator who will intercept them and advise callers of the number to which calls are being referred. If this number is not subject to change there is no need to inform the operator before setting up a transfer or restoring normal service. Otherwise the operator must be told the number to which calls are to be referred before the arrangements are set up. There is a small charge payable each time a customer sets up or cancels this arrangement. Apart from the initial charge to advise the operator of the transfer number, no further charges will be made providing the transfer number remains the same. No charge is made for each reference of call by the operator.

A member of a group who is receiving transferred calls may transfer his own incoming calls together with those being transferred, to another member of the group.

It is also possible for calls to some members of a group to be transferred to one point while calls to other members are being transferred to different points.

A safeguard is provided to prevent calls being diverted to somebody who is already having his own calls transferred.

A customer may form part of a group as a receiving point only, without having the facility to transfer his own calls.

Each transferring customer is provided with an additional telephone number known as a By-pass number. Callers who know this number will be able to make a call to the customer's telephone whether or not calls to his normal number are being transferred.

Customers on some telephone exchanges can be provided, for a small additional charge, with a handset in which a small neon lamp glows continuously while transfer is in operation. The lamp is mains-powered from a 3-pin socket outlet of at least 3-amps rating, provided by the customer.

For technical reasons it is not possible to provide the transfer facility on some types of switchboard and plan extension arrangements.

### Operation

Transfer is effected or cancelled by operating a switch near the telephone, or by dialling code numbers, or by a combination of the two, depending on the type of telephone exchange to which the customer is connected.

Operating instructions are supplied to each customer.

### Benefits

This service enables:-  
- a group or partnership to offer clients and customers a 24 hour service more easily. No need to be tied to the 'phone for fear of missing an incoming call.

- a group to fix holidays, appointments, etc. Other members can takeover the on-going calls of the group.

- meetings to be held without the interruption of telephone calls.

- leisure time to be protected from the intrusion of business calls by using the By-pass facility.

### General

Subscriber controlled transfer is available on most automatic exchanges, but for technical reasons it is not possible for some customers to be given the facility.

Customers are advised to check with their local Telephone Sales Office to see if the call transfer equipment is available at their exchange and that a transfer to the required telephone number, or numbers, is possible.

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**Please note**

We do our best to supply our customers with the apparatus they ask for but we may have to provide apparatus which does not accord exactly with the descriptions and illustrations in this leaflet.

**Your Telephone Sales Office will gladly supply any further information or details of any changes in the information in this leaflet since it went to print. The address, telex and telephone numbers are shown in the preface of your Telephone Directory. Information on a wide range of our services and apparatus is contained in the Green Pages section of most Telephone Directories.**

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