

The Livebox not only helps you make the most of broadband – it also gives you a handy second phone line

Our second phone line gives you inclusive calls* to chat away whenever you want 24/7 to UK landlines starting 01 and 02, as well as landlines in 30 international destinations. You can make internet calls via the Livebox to other Orange home customers who also have a second phone line and make free calls to Orange mobiles**. It's just like having a second home phone line†.

* fair use policy applies, visit www.orange.co.uk/terms/7094.htm

** UK landlines refer to numbers starting with 01 or 02 only. All inclusive calls are subject to a fair use policy. Free calls to Orange mobiles, applies to originating Orange mobile numbers and not mobile numbers carried over from an alternative network operator

† please visit www.orange.co.uk/membercentre for more information

1 how to start making calls via your second line

- 1 Once your Livebox has been set up, please call us on our freephone number 0800 975 0585* to activate your second line service. You will be asked to key in your home telephone number and then press the # key.
- 2 Within 48 hours of doing this, we'll send you an email to your Orange email address, to let you know that your service is up and running and ready to use. This email will contain important information which you'll need to keep safe, including your second phone line number and your voicemail pin.
- 3 Once you get the email, please switch your Livebox off and on again at the power socket. After a minute the phone symbol on top of your Livebox will light up.

* 0800 call rates from mobile operators may vary.

2 how to connect a phone

- 1 Connect any spare landline phone into the adaptor which came with your Livebox.
- 2 Plug the adaptor into the socket, with the white triangle above it, next to the broadband cable on the base of your Livebox.
- 3 Brilliant, you've now got your second line.

3 making a phone call

- 1 Pick up the handset you've connected to your Livebox, making sure the red phone symbol is on.
- 2 Enter the number you want to dial.

did you know?



Your computer doesn't need to be on to make or receive calls.

contact

Any questions? Check out the website: www.orange.co.uk/membercentre or give us a call on 0870 010 2462* You can keep track of your calls by logging into your account through the member centre.

* Your call will cost up to 6p/min from a BT line, or up to 7p/min via your second line. Charges from other networks may vary and calls might be recorded for quality assurance purposes.

other good stuff

Picking up your voicemail through the Livebox:

You'll know you have a new message, when you pick up the phone attached to your Livebox and hear a different tone to the usual dial tone. To listen to your voicemail, just call 120 from the phone you have connected to your Livebox.

summary of call costs for Orange second line

call destinations	call rates with Orange home broadband (pence per minute)
	Any Time
UK landlines (01 & 02 area codes only)	included*
international destinations	included (30 destinations)*
UK mobiles	up to 22p
other second line and Orange mobile users	included*

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You may be on a different second line plan. Please see our website for all the call rates of our other plans.

how to make inclusive calls via your second line

