



## Internet telephony within the Call & Surf customer packages of Makedonski Telekom AD – Skopje

### NOTE

Call & Surf packages include: telephone connection and ADSL internet access from Makedonski Telekom.

The free of charge customer equipment - a device for integrated access shall be additionally installed and configured in the premises of the users of the packages (hereinafter referred to as: the device). The device is provided and owned by Makedonski Telekom, and with an aim to facilitate the use of the services, the device shall be previously configured and installed by an authorized technical person.

## Description of the Internet telephony service within the Call & Surf packages

What is typical for the Call & Surf customer packages is that the voice service within these packages shall be realized through the Internet telephony, which provides the abovementioned advantages and discounts that are offered by the packages.

Internet telephony is a service which is used as a basic service within the Call & Surf customer packages and through which, the telephone calls are made, whereas the standard public fixed telephone service will still be fully functional and upon customer's choice, it can be still used.

Both services are realized with the same telephone and the same telephone number, which has already been allocated to the customer through an appropriate customer equipment - integrated access device.

Through the Internet telephony, as basic telephone service you will be able to make the following types of calls:

- Local calls,
- Long distance calls,
- International calls,
- Calls towards abbreviated numbers and
- Calls towards other fixed networks

While the calls towards:

- the emergency services,
- calls towards mobile networks,
- calls towards service numbers and
- Carrier selection and pre-selection services

will always be made through the standard public fixed telephone service.

The calls from other networks towards the users of the Call & Surf packages will be made through the standard fixed telephone service.

	Pre-defined dialling (without a prefix)	Dialling with prefix (9)	Note
Local calls	Internet telephony	Standard fixed telephony	
Long distance calls	Internet telephony	Standard fixed telephony	
Calls towards premium rate numbers	Standard fixed telephony	Inapplicable	Dialling is not necessary (9)
Calls towards mobile networks	Standard fixed telephony	Inapplicable	Dialling is not necessary (9)
Calls towards other fixed networks	Internet telephony	Standard fixed telephony	
Emergency call services	Standard fixed telephony	Inapplicable	Dialling is not necessary (9)
Abbreviated numbers	Internet telephony	Standard fixed telephony	
Carrier selection and pre-selection services	Standard fixed telephony	Inapplicable	Dialling is not necessary (9)
International calls	Internet telephony	Standard fixed telephony	

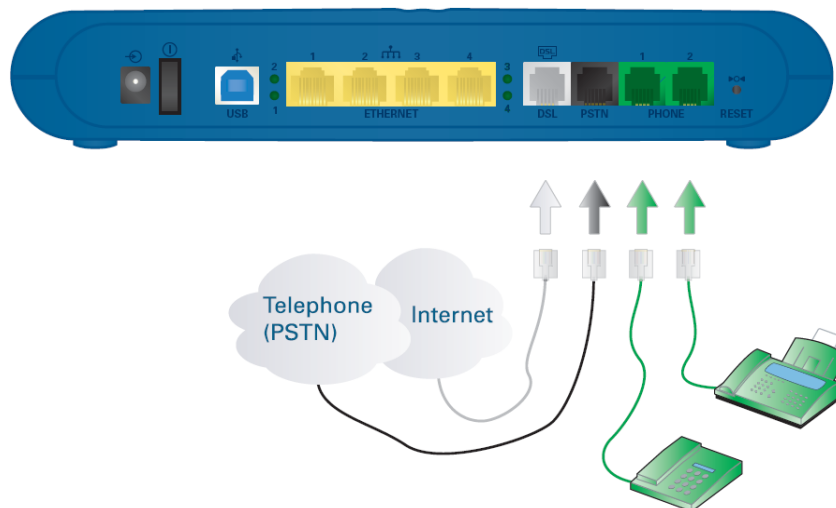
Table review of the manner of making various types of outgoing calls

The calls that have been made through the internet telephone service fall within the discounts offered with Call & Surf customer packages, while the calls which upon customer's choice have been made through the standard fixed telephone service are charged in accordance with the regular prices.

In case of an interruption of the functionality of the Internet telephone service, the standard fixed telephone service is activated automatically, as a basic one, and the customer is still able to make outgoing and incoming calls, uninterruptedly. In such case, the calls, although made through the standard fixed telephone service, fall within the discounts provided with the Call & Surf packages.

## Service use

The Internet telephony service is used via the regular telephone set which the customer already owns. You don't need any special (expensive) telephone set. The telephone set is connected to the customer equipment - a device for integrated access, delivered and installed by the technical person and owned by Makedonski Telekom. The same telephone set will provide access to the Internet telephony service, as well as to the standard fixed telephone service.



## Using Internet telephone service for making calls

The above pre-defined types of traffic are realized through the internet telephone service, simply by entering the telephone number in a standard format, in the same manner as in the using of telephone services, so far.

Examples of making calls through Internet telephone service:

### **1. Making a local call through the Internet telephony service:**

The customer dials the subscriber number in standard format

[for ex: 3123456 for a call in Skopje]

### **2. Making a long distance call through the Internet telephony service:**

The customer dials the destination code of the numbering area (the city) and the subscriber number of the customer

[for ex: 042 215678 for a call from Skopje to Gostivar].

### **3. Making a call through the Internet telephony service to a telephone number in the international telephone network:**

The customer dials the prefix **00**, then the country code and the national destination code (numbering area or network) and finally he/she dials the subscriber number of the other customer

[for ex: 00 382 81 123456 for a call in Podgorica, Monte Negro].

## **Using standard telephone service for making calls**

(Note: The calls made through the standard telephone service shall be charged by regular prices)

**For making calls through the standard telephony service, the customer needs to dial the prefix **9**, before dialling the desired telephone number.**

Examples of making calls through the standard telephone service:

### **1. Making a local call through the standard telephony service:**

The customer dials the prefix for access to the standard telephony service **9**, and then he/she dials the subscriber number of the customer.

[for ex: 9 3123456 for a call in Skopje]

### **2. Making a long-distance call through the standard telephony service:**

The customer dials the prefix for access to the standard telephony service **9**, and then he/she dials the destination code of the numbering area (city) and then the subscriber number of the customer.

[for ex: 9 042 215678 for a call from Skopje to Gostivar]

### **3. Making a call through the standard telephony service to a telephone number in the international telephone network:**

The customer dials the prefix for access to the standard telephony service **9**, and then he/she dials the international prefix **00**, then the country code and the national destination code (numbering area or network) and finally he/she dials the subscriber number of the customer.

[for ex: 9 00 382 81 123456 for a call in Podgorica, Monte Negro].

### **4. Making a call through the standard telephony service to a telephone number in the mobile telephone networks:**

The customer dials the destination code of the mobile network and the subscriber number of the customer

[for ex: 070 200200 for a call towards a number in the T-Mobile network]



## Additional services for voice products for the Internet telephony service

The following additional services for voice products are available for the Internet telephony service:

### 1. Call Waiting/Call Hold

#### Call Waiting/Call Hold

This service enables you not to miss any second call while you are talking.

Namely, if you are called by another customer while you are talking, you will receive information on a second call via the sound signal – BEEP. The second customer who is calling you gets a ringing tone as if the line is free. You can temporarily interrupt the ongoing conversation, put the interlocutor on hold, and establish a connection with the second customer and switch between both calls.

While talking you will hear a BEEP signal in your handset:

- ask the interlocutor to hold on the line and briefly press the flash button on the telephone set,
- after you hear a continuous tone, press the 2 button and you will receive the second calling customer,
- if you wish to switch again to the first customer who is on hold, repeat the previous two steps,

Upon necessity, you may activate or deactivate the service by entering the relevant code: After entering the code in your telephone, you must hear a voice message or a confirmation tone that the service has been activated or deactivated.

Standard telephony:      Activation: 9\* 43 #

Deactivation: 9# 43 #

Internet Telephony:      Activation: \* 43 #

Deactivation: # 43 #

### 2. Calling Line Identification Presentation

#### Calling Line Identification Presentation

Before you answer the call you can see the telephone number of the customer who is calling you.

The service also provides a list of missed calls.

In order to use the service, you must have an appropriate telephone set with a monitor or a CLIP device.

### 3. Calling Line Identification Restriction

#### Calling Line Identification Restriction

This service provides secrecy.

The customer you are calling will not be able to see your telephone number even though he/she has activated the CLIP service.

## 4. Call Forwarding

### Call Forwarding

- **Unconditional Call Forwarding**

If you wish to be available at all times, this service enables all calls that you will receive on your telephone to be automatically forwarded to another telephone number that you have designated.

Upon necessity, you may activate or deactivate the service by entering the relevant code:

Standard telephony:      Activation: 9\* 21 \* telephone number #                      Deactivation: 9# 21 #

Internet Telephony:      Activation: 21 \* telephone number #                      Deactivation: # 21 #

- **Call forwarding when the line is busy**

This service enables you, in cases when your telephone line is busy, to forward the incoming calls to another telephone number that you have designated.

Standard telephony:      Activation: 9\* 67 \* telephone number #                      Deactivation: 9# 67 #

Internet Telephony:      Activation: 67 \* telephone number #                      Deactivation: # 67 #

- **Call forwarding when dialled subscriber does not answer**

This service enables you, in the event when you do not answer the call after a certain number of rings, the call to be automatically forwarded to another telephone number that you have designated.

Standard telephony:      Activation: 9\* 61 \* telephone number #                      Deactivation: 9# 61 #

Internet Telephony:      Activation: 61 \* telephone number #                      Deactivation: # 61 #

After entering the appropriate code in your telephone, you must hear a voice message or a confirmation tone that the service has been activated or deactivated.

You can get more information on the additional services for voice products by calling the Call Centre of Makedonski Telekom on 171 and in our Points of Sales.

## Automatic voice messages when using the service

Possible messages when using the Call & Surf tariff packages:

- If the customer is disconnected in both directions, the customers who is calling that number receives the following message:  
"The telephone number is temporary disconnected"
- If the customer dials a wrong country code or area code or wrong initial digit of the of the subscriber number, he/she will receive the following message:  
"The telephone number does not exist. Please dial Directory Assistance 188"

- If the customer wants to use other additional service which is not activated (for ex: forwarding) he/she receives the following message:  
"This service is not available on your telephone number"
- If the customer has activated the service for barring on outgoing calls (for ex: barring on international calls) when dialling the barred number, he/she receives the following message:  
"This service is barred from your telephone number"
- If there is a traffic congestion in certain direction (currently this is possible only for international calls), the customer receives the following message:  
"Postpone the dialling, the direction is overloaded"
- If the customer is disconnected in outgoing direction due to a debt, when attempting to dial, he/she receives the following message:  
"Your telephone number has been disconnected due to unpaid bills"
- If the subscriber line of the customer has a fault, the subscribers who are dialling the customer of the service receive the following message:  
"The subscriber line is out of order"

Possible messages when activating/deactivating the **additional services for voice products**.

#### Call Waiting

- "The Call Waiting service is successfully activated"
- "The Call Waiting service is deactivated"

#### Unconditional forwarding

- "The Unconditional Forwarding service is successfully activated"
- "The Unconditional Forwarding service is deactivated"

#### Call forwarding when dialled subscriber does not answer

- "The service Call forwarding when dialled subscriber does not answer service is successfully activated"
- "The service Call forwarding when dialled subscriber does not answer service is deactivated"

#### Call forwarding when the line is busy

- "The service Call forwarding when the line is busy has been successfully activated"
- "The service Call forwarding when the line is busy has been deactivated"