

If you don't have voicemail, you can normally tell you've missed a call when you hang up from the call you're on, are away from your phone or decide not to take the call. If you do have voicemail set up then (hopefully) the caller will leave a message.

But if your battery's run out, or your phone loses signal you won't know you've missed a call. Our Who Called service enables you to see who's trying to get in touch whether your phone is switched on or off and whether you do or don't have voicemail already set up. Even when you're abroad you'll still get your free texts so you'll know who's been trying to call whilst you're away too.

If your phone is turned off or there's no signal, we'll text you to let you know who's called. We'll let you know the number that called and the time of the call. If you're out of touch for a while, your texts will let you know the details of up to five different callers for up to three days. And don't worry we won't fill up your inbox, if the same person calls a few times, we'll just send the one text.

We'll send you a text message letting you know the number that called and the time of the call.

When this happens you won't receive a Who Called text, just your normal alert that lets you know you have a voicemail waiting

The person calling you will hear a message saying you're unavailable and ask them if they want to press 1 to let you know they called.

There are two different versions of Who Called, one if you have voicemail already set up and one if you don't. The number you need to get things set up are below:

- Just text **START** to 2727 to turn it on
- And text **STOP** to 2727 to turn it off

All texts to this number are free and the Who Called service is free too.

- Just text START to 3044 to turn it on
- And text STOP to 3044 to turn it off

All texts to this number are free and the Who Called service is free too.

- As the person receiving the text the service is free.
- As the person calling, it's your normal cost for making a call (just like when you call and leave a voicemail).

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