

Installing an additional telephone service fact sheet

If you're thinking about an additional telephone service for your home or business, it's important to explain to your telephone company how you intend to use your new service, for example, for a second telephone service, a fax or a modem to connect to the internet. Your phone company may choose to provide a second telephone service in a number of ways. It may:

- install a new physical line;
- carry the new service on the same physical line as the existing service using electronic equipment; or
- use wireless technology.

In areas where there are competing telephone network carriers, you also have the option of installing a connection to the network of another telephone company.

Important tip: When you request the additional phone service, make sure you tell your phone company what you intend to use it for—voice, data or both. If the second line is to be used for connecting to the internet, your phone company can inform you before proceeding with installation whether the method of delivering your second telephone line will have any impact on your data rate or any other factors.

Installing a new line

The advantage of a new line or a connection to another network is that it is completely separate from your other line and may still be useable if your other line develops a fault. Installing a new telephone line can take time and early booking is desirable.

If you are considering a new line with more than one phone socket, it may be timely and cost effective to talk to a telecommunications [registered cabler](#) about installing extra sockets and cabling in readiness for your carrier to connect you to the network. A registered cabler is someone who is qualified to install and maintain cabling (including telephone, security, fire and computer cabling) that connects or is intended to connect to the telecommunications network.

Registered cablers can be found in the Yellow Pages[®] directory under *Telephones & Systems—Installation &/or Maintenance*.

Second number for existing line

Some phone companies allow you to obtain a second number for your phone line. This can give you separate phone and fax numbers without installing a second line. The benefits of obtaining a second number for your fax machine include:

- being able to promote separate phone and fax numbers without the cost of installing a second line;
- the possibility of having phone and fax calls separated on your bill; and
- a distinctive ring for calls to your fax number while voice calls continue to ring normally.

The distinctive ring feature also enables Deaf or hearing impaired people to identify whether a call is a voice call, a fax or a TTY call via different visual alert pulses.

Integrated services digital network

An alternative to a second line is to have an integrated services digital network (ISDN) service connected at your home or business. ISDN technology is available for over 96 per cent of households and businesses across Australia, and provides the following features:

- in-built digital modem capability-no need to purchase a new modem;
- 64 kilobits per second digital speed-significantly faster than many standard modem connections;
- only one service connection is required for telephones, faxes and computers, allowing easy set-up for a home office; and
- you can have two digital phone lines and an additional phone number, allowing you to make and receive calls on one line while you're connected to the internet on the other.

ISDN is not available over all phone lines - you should check with your phone company to find out if this service is available in your area and to compare its costs and benefits with having a second line installed.