Sri Lanka Telecom presents
slt *PLUS*

Now all the convenient and practical features you
have always wanted on your phone comes to you
in one easy package from Sri Lanka Telecom.

It's called **slt** *PLUS*

For a fee of only Rupees 75/= per month, with free
usage during the 1st month of connection, the following
services are yours with **slt** *PLUS*

International Direct Dialling (IDD)
Call Forwarding
Call Waiting
Conference Call (3-Party Calling)
Abbreviated Dialling
Absentee Service
Hotline

Call Forwarding

Transfers your incoming calls to
another telephone line of your choice.
There are three types of Call Forwarding to
choose from:

1) Immediate Forwarding

E.g. -1) You can opt for Immediate Forwarding so
that an incoming call is transferred as soon as
your phone rings.
Activation: *92* Tel No# (Number you want your
calls forwarded to)
Deactivation: #92#

2) Forwarding when busy

Activation: *93* Tel No#
Deactivation: #93#

3) Forwarding when unanswered

You can transfer an incoming call when there is
no reply so that you don't miss it while you are
elsewhere.
Activation: *94* Tel No#
Deactivation: #94#

Call Originator

**Forwarding
Telephone**

Receiver

Call Waiting

Alerts you to an incoming call even as you
continue to talk on a previous call. When a call
waiting tone (beep) sounds, you can answer the
waiting call, place it on hold and answer it later,
or ignore it and continue talking, in which case
the waiting tone will discontinue in 30 seconds.

To Be Connected

Activation : *95*
Deactivation: #95#

As soon as you have the call waiting tone you
have 3 options:

(1) To answer the waiting call and release the
existing call, press the cradle switch and wait for
a special dial tone and dial digit "1".

(2) To answer a waiting call and hold the existing
call, press the cradle switch, wait for the special
dial tone and press digit "2". To return to the first
caller, press the cradle switch, wait for dial tone
and again press digit "2".

(3) You can ignore the call in which case the call will
be rejected after 30 seconds.

Conference Call (3-Party Calling)

This '3-Party calling' enables you to talk to two parties on separate lines in the same telephone conversation.

E.g. - You can introduce a third party into a two-way conversation on a previous call. You have to:-

a) dial telephone number of first party and establish first call.

b) press cradle switch for special dial tone and dial second party to establish second call.

c) press cradle switch and digit "3" to get first and second parties on the same line.

d) press cradle switch and digit "2" to place second call on hold and talk to first party.

e) press cradle switch and digit "3" to place first party on hold and talk to second party.

Hotline

Enables you to set up a direct connection between your phone and another phone. Establishes an automatic connection to a specified number of your choice after 5 seconds.

NOTE: Please consult your nearest Regional Telecom Office (RTO) for activation of this service.

Abbreviated Dialling

Enables you to call frequently used numbers with multiple group digits (*E.g.*- **IDD numbers with complex codes and prefixes**) by dialling only a short code (sc) instead of the entire number.

Activation: Dial *91* sc*Tel No#
Operation: Dial 11 sc
Deactivation: Dial # 91# sc#

Use:
Stored number can be called up by dialling
11 sc
E.g. You would like to call subscriber 429711 which is stored by you. Therefore you dial 11 60

6X - short code can be from 60 to 69.

NOTE : Activation, Deactivation and Short Codes will vary from area to area. Please consult your nearest Regional Telecom Office Manager (RTOM) for more details.

Absentee Service

Enables you to respond to an incoming call with a pre-recorded announcement generated from the exchange when you are not available to answer.

Activation: Dial *96*
Deactivation: Dial #96#
or
Activation: 145
*Deactivation:*146

Subscriber is not available at the moment to answer your call, please call later

Note: All the enhanced facilities can be used only with a push button type telephone.

International Direct Dialling (IDD) - No Deposit

Sri Lanka Telecom provides International Direct Dialling (IDD) facilities to 219 countries. Our IDD facilities cover all important places in the world.

How to dial your International Call

Dialling your International Call is really quite simple. It requires only four steps:

First dial... then... followed by... finally

Access Code 00 ➡️ **Country Code** ➡️ **Area Code** ➡️ **Called Party's Number** ➡️

1) First, dial the International Access Code:

The International Access Code permits access to the International Telephone Exchange. In Sri Lanka the International Access Code is '00'.

2) Next, dial the Country Code:

The Country Code routes an International Telephone call to its destination automatically. Different destinations, therefore, have different Country Codes. The Country Code may consist of one, two or three digits.
E.g: The Country Code for USA is 1, UK is 44 and UAE is 971.

3) Then, dial the Area Code (City Code):

The Area Code may consist of a digit or a combination of digits which is the significant number of a State/District/City within a country.
E.g: The Area Code of London is 207or 208, the District of Columbia is 202 and Dubai in the U.A.E. is 4.
If the Area Code you intend dialling begins with a zero, drop the zero when dialling your International Number. Exceptions to this rule are Area Codes in Tasmania in Australia, Moscow in the Russian Federation and Helsinki in Finland.

4) Finally, dial the Number of the party called:

The telephone number of the party called is usually as listed in the Telephone Directory against the name of the party called.Therefore, if you want to speak with the customer of telephone number 439 62506 in Paris, you will have to dial 00 33 (0) 1 43 96 25 06.

A few tips on saving your money and time:

I) Before you make an IDD call, write down the International Telephone Number you wish to call. Do not dial from memory as you may not remember all the digits in the correct sequence.

ii) After lifting the handset, listen for the dial tone. Commence dialling only after you hear the dial tone.

(iii) After you commence dialling, continue to dial the complete number without pauses. Hesitation during dialling may result in disconnection or a wrong number. If you dial an incorrect number and the call is answered you will be charged.

(iv) You will hear "no tone" immediately after the last digit is dialled until connection is established. Do not disconnect too soon as this "no tone" period can last as long as 30 seconds.

(v) If you hear an engaged tone, replace your handset. Wait for a short while before dialling again.

(vi) Make sure you have the correct number before dialling. If you are not sure of the Country Code or Area Code, please call (01) 449215 or (01) 449216 for assistance.

(vii) Maintain an up-to-date list of International Telephone Numbers of people you call.

(viii) Ensure that only authorised individuals have access to you IDD telephone.

(ix) Maintain a record of all IDD calls you make with details such as time and duration.

(x) Replace the handset securely after the call is over. Charging commences one second after the called party answers and ceases when either party replaces the handset.

One-Second Billing

One Second Billing

Our IDD calls are charged in one second increments. Charging commences from the moment the called party lifts the receiver and when either of you hangs up.

In effect you are charged for the exact duration of your call measured to the nearest second. The charging unit is therefore equal to one second.

(1 Unit = 1 Second)

IDD calls are billed separately under the same account number as your domestic calls. Details of the calling number, date and time of call, country of destination, number called, class of call, duration of call and the charge are reflected in the bill.

Secret Code

Prevents unauthorized persons making IDD calls without your knowledge. You can avail yourself of the opportunity to have your own secret code by requesting this facility.

(i) **Customers whose numbers start with 32xxxx, 33xxxx and 34xxxx, should programme their secret code as follows:**

Choose Your own 4 digit Secret Code. E.g: 2345

Register By dialling '162' followed by '0000' and the Secret Code once. E.g: 162 0000 2345.

Block By dialling '164' followed by the Secret Code once and 0. E.g. 164 2345 0

Open By dialling '163' followed by the Secret Code. E.g: 163 2345.

Confirmation After dialling each of the above combinations, you will hear a ringing tone.

Clarifications Any further details may also be obtained from Subscriber Management Section on 330245.

ii) **Customers whose numbers start with 2xxxxx, 9xxxxx, and 30xxxx (except 301xxx), should programme their secret code as follows:**

Choose Your own 4 digit Secret Code. *E.g.* '2345'.

Register By dialling '162' followed by 1234 and the Secret Code once. *E.g.* 162 1234 2345.

Block By dialling '164' followed by the Secret Code once and #. *E.g.* 164 2345 #.

Open By dialling '163' followed by the Secret Code and #. *E.g.* 163 2345 #.

Confirmation After dialling each of the above combinations, you will hear a ringing tone.

Clarifications Any further details may also be obtained on 300000.

iii) **Procedure for other numbers:**

Choose your own 4 digit secret code. *E.g.* '2345'

Register By dialling '162' followed by the Secret Code twice. *E.g.* 162 2345 2345

Block By dialling '164' followed by the Secret Code. *E.g.* 164 2345.

Open By dialling '163' followed by the Secret Code. *E.g.* 163 2345.

Confirmation After dialling each of the above combinations, you will hear a ringing tone.

Clarifications Any further details may also be obtained from Subscriber Management Section on 449000/350329.

Verification: When you block your phone for IDD calls, please follow the instructions given above. To verify, please obtain dial tone and dial as though you are dialling overseas. You will then hear a recorded voice say, **"You have no facility to dial this number."**

Important: DO NOT FORGET your own Secret Code. Only you will know it.

Changing Code: By dialling '162' followed by the present Secret Code and the new Secret Code. *E.g.* 162 2345 6789.

Push Button Phone: If you still have a rotary dial telephone please replace it with a Push Button Type Telephone.

Difficulty in obtaining IDD calls:

You may experience problems when obtaining IDD Calls. Here are some helpful suggestions:

i) Customers whose numbers start with 3xxxxx, 422xxx, and 423xxx in Colombo should contact (01) 330245.

ii) Customers in Kotte and Nugegoda Exchange Areas should contact (01) 872240 or (01) 872241.

iii) Customers in Mount Lavinia and Ratmalana Exchange Areas should contact (01) 611011 or (01) 611012.

iv) All other Customers in Colombo Metro Exchange Areas should contact (01) 449001.

v) Customers in regional exchange areas should contact their respective Regional Telecommunication Office Managers.

Call Charges:

Please refer the Tariff Sheet forwarded to you for details on Call Charges and Country Bands.