

Your call

Service description

Your Call allows single ordinary line customers to have an additional telephone number allocated to their one single line. When the additional number is called, the phone rings with a different, distinctive sound.

Charging structure

	Annual Rental	
	Exc. VAT	Inc. VAT
1 Additional telephone number	£10.20	£12.24

This service is charged on a rental basis. Payment will be quarterly or monthly in advance, depending on your chosen billing frequency. If this service is cancelled part way through a billing period customers are charged only for the time the service was working and any monies paid in advance credited to their account.

Alteration of service

If you wish to change a Your Call number, the registered change number fee of £21.00 exc. VAT (£25.20 Inc. VAT) per line number will be charged.

Inter-working with Other Services

CLI

The main directory number will be transmitted as the CLI when making an outbound call.

Call waiting

When Call Waiting is activated on the line it applies to all the telephone numbers allocated to that one line. The tone given to alert the called party will know that a caller is attempting to be connected, but will not know which of the numbers the call is for.

Conference call

A Conference Call can be set up from the line in the normal way. A Conference Call can be set up to any one of the numbers (at one particular time) providing that the line is not engaged.

Divert

Any divert set up from the line will affect all the numbers i.e. all numbers will be diverted (basic, no reply and busy).

Ring back

A maximum of five Ring Back activations can be made to and from a line at any particular time. The Ring Back Call Arrival Indication is the same as it is for a customer who has only one number allocated to their line.

Incoming / outgoing call bar

Any barring provided to the main directory number applies to the other numbers.

Reminder call

If a Reminder Call is set up from the line, the main directory number will ring at the requested time.

Chargecard

If a chargecard is requested, it will be allocated in association with the main number only.

Answerphone

A normal telephone answer machine attached to a line with additional telephone numbers allocated will take messages for all the numbers, unless the answer machine is 'intelligent'.

'Intelligent' answer machines are able to check the ringing cadences and answering for one number only.

Reverse charge call

Call charges will be reallocated to the main directory number if a reverse charge call is accepted on a Your Call additional telephone number.