

## Withhold Your Number – CLI

Whenever a customer makes a call their CLI (or telephone number) is passed across the network with their call. If the called party has the facility, they will be able to find out this information, either by installing a Caller Display unit or by dialling a simple code.

All customers are given the facility to withhold their CLI so that it will not be sent out. This can be customer activated (as below) or **network activated**.

### Customer activated - On A call by call basis

#### 1. Service description

By dialling 141 before the telephone number of the person they are calling.

#### 2. Example application

A customer is ex-directory and is calling a company in London. They do not wish their number to be known. They dial 141 before the number and their CLI is withheld for that call only. e.g. 141 020 XXXX XXXX

#### 3. Charging structure

The service is free of charge.

#### 4. Additional information

The implications of "Withhold Your Number" are as follows:

Some people called may have made the decision not to answer calls from people withholding their telephone number, therefore some calls may not be answered, or because of the Reject withheld numbers Block Service, some calls may not get through.

#### 5. Override of "Withhold Your Number"

KCOM also offers a line block override facility. This means that customers who have requested "Withhold Your Number" will be able to override the block on a call by call basis if required.

To *release* your CLI on a call by call basis, dial 1470 before the number you are dialling and this will reveal your number to the called party (for that call only).