

## Reject Withheld Numbers

### 1. Service description

Reject withheld numbers allows customers to reject calls that originate from callers who have withheld their telephone number or Call Line ID (CLI).

### 2. Important note

Customers should be made aware that if they have this facility activated on their line, it may prevent particular calls being connected. For example many organisations including hospitals, police, doctors etc. have their CLI blocked permanently for a number of reasons, including security. It is likely that their switchboard is programmed to prevent calls being made to numbers beginning with 1, to prevent for example calls being made releasing the number or calls being made via the international operator. Therefore the switchboard will prevent them from being able to dial 1470 to release their number.

### 3. Other information

This service is available on the following lines:

- i) All analogue line types including single line terminations and Non-DDI PBX Groups.
- ii) Terminations with either DTMF/MF4 or L/D signalling capability.
- iii) Terminations that do not support FSK signalling.

It will NOT work on the following:

- i) Payphones.
- ii) Non-Analogue (e.g. ISDN) terminations.
- iii) DDI PBX terminations.
- iv) Centrex terminations.

### 4. Charging structure

From 1<sup>st</sup> October 2018, the Reject Withheld Number service will be free of charge to any customer that requests it on their KCOM telephone line.

Reject Withheld Numbers	Usage Charge Per Call	Monthly Rental	
		Ex VAT	Inc. VAT
Reject Withheld Numbers	N/A	£0.00	£0.00