

Ring back

1. Service description

Allows ordinary line customers to contact people even when the engaged tone is received. The telephone then alerts them when the called party becomes available. (Non DDI PBX group analogue customers can also use this facility). This feature is not available on phone services provided over fibre.

When the engaged tone is received, the calling party needs to dial 5. Providing the facility is available, an appropriate message will be given to the caller.

The tone, which alerts you when the called party is free (the line free notification), is a short succession of rings. You then have 16 seconds to pick up the telephone, then a Ring Back is initiated to the once engaged party.

2. Charging structure

	Price per Ring Back	
	Ex VAT	Inc. VAT
Ring Back	21.00p	25.20p

Charges are raised each time '5' is pressed and are in addition to normal call charges.

The actual call will appear on the customer's bill under the itemised section. KCOM calls completed due to a successful Ring Back initiation will appear itemised. (Unless the customer is on the Unlimited tariff, in this case only the Ring Backs will be listed).

3. Additional information

You do not need an MF telephone to initiate a 'Ring Back'. However, if you wish to query or cancel anything you do need an MF telephone.

Ring Back cannot be used from the following:

- Centrex terminations
- DDI PBX terminations
- Non analogue (e.g. ISDN) terminations
- Payphone lines (public or private)

The Ring Back service gives customers the facility to:

- Initiate a Ring Back request
- Cancel all Ring Back requests
- Query all Ring Back requests

You can initiate a Ring Back to a maximum of 5 engaged lines at once. In addition, 5 people can activate Ring Back to your line.

The exchange will attempt to connect the call for 45 minutes. If after this time the called party has not become available, the Ring Back request will be automatically cancelled. If the called party becomes available and the line free notification is ignored, after 16 seconds the Ring Back request is cancelled.