



## Call Barring

### Service description

There are two variants of Call Barring; Incoming Call Barring and Outgoing Call Barring:

#### (i) Incoming Call Barring

Prevents incoming calls

User can still make outgoing calls

#### (ii) Outgoing Call Barring

Outgoing call barring prevents users from making outgoing calls. The calls can be split into different categories\* which are: Local calls, national, international, operator services, KCOM Choice Services, or Premium Rate numbers.

If all categories are selected for barring the user still has access to 999 and 151

The user can still receive incoming calls

There are three options for outgoing call barring; either Admin Controlled - Permanent Outgoing Call Barring, Pre-arranged Call Barring - Customer Controlled or Selective Call Barring - Customer Controlled.

#### (a) Permanent Outgoing Call Barring

This is when a customer wishes to have calls permanently barred. Categories are selected on application. Making a change would incur an additional charge.

#### (b) Pre-arranged Call Barring - Customer Controlled

The customer decides which categories of calls they wish to have restricted on application. They can switch the barring on and off using a PIN number they are allocated with. The categories selected originally are fixed, making a change would incur an additional charge.

#### (c) Selective Call Barring - Customer Controlled

The customer can choose which category of call they wish to be barred. They can change the category that's barred by using a set of commands on their telephone, and a PIN number for security reasons. They can also put the bar on and take it off using their PIN number.



## Notes - call barring categories

### National

National call barring includes all calls to 01 & 02 numbers, mobiles and 08 numbers. Such organisations as the Police and NHS Direct have 0845 numbers as contact numbers. You should be aware that if you select National Call Barring you will not be able to call these numbers.

If you choose to bar national calls you should be aware that restrictions apply to calls between customers of KCOM in the traditional and extended KCOM network area. If you are calling from the traditional KCOM network area to a KCOM customer in the extended network area, your call may not be connected. This also applies to calls from the extended network area to KCOM customers in the traditional network area. Please contact KCOM for details.

### Premium Rate

KCOM are not always made aware by other network providers what the content of Premium Rate Services are. We therefore recommend that customers wishing to restrict access to either Adult & Chat lines or Entertainment lines from their phone, bar both Adult and Chatline Numbers and Information/Entertainment Numbers. This is the only way to ensure that access to either or both categories is fully restricted.

## Charging structure

Customer controlled ICB and OCB - Initial programming fee, plus annual rental.

| Description                           | Connection |          | Annual Rental |          |
|---------------------------------------|------------|----------|---------------|----------|
|                                       | Ex VAT     | Inc. VAT | Ex VAT        | Inc. VAT |
| 1. Customer Controlled Incoming (ICB) | £12.00     | £14.40   | £18.00        | £21.60   |
| 2. Customer Controlled Outgoing (OCB) | £12.00     | £14.40   | £18.00        | £21.60   |
| 3. Abbreviated Dialling (27 Codes)    | £12.00     | £14.40   | £18.00        | £21.60   |
| Items 1-3 Inclusive                   | £34.50     | £41.40   | £36.00        | £43.20   |
| Keyword Control for PBX Hunting       | £12.00     | £14.40   | £18.00        | £21.60   |

There is no call usage charge for these services.

Call barring controlled by KCOM for both ICB and OCB - single payment to activate and single payment to de-activate. No annual rental\*

| Description  | Charge Or Single Payment |                         | Annual Rental |
|--|--------------------------|-------------------------|---------------|
|  | Ex VAT                   | Inc. VAT                |               |
| Permanent Outgoing Call Barring Controlled by KC (ICB/OCB) | ON £12.00<br>OFF £12.00  | ON £14.40<br>OFF £14.40 | N/A           |

\*The above charges will be waived if this service is enabled or ceased during a change of address where the service is being carried over.