



## Message Minder

### 1. Service description

Message Minder is a residential call answering service where a single mailbox is attached to your existing fixed telephone line. This feature is not available on phone services provided over fibre. It offers the functionality of an enhanced telephone answering machine. When you cannot be reached (i.e. busy or unavailable to take a call) calls are automatically diverted to your personal mailbox. Callers are met with your personal greeting and prompted to leave a message. Customers can then listen to their messages at their convenience.

### 2. Service features

- Call return facility
- Remote retrieval of messages
- Free retrieval of messages from home telephone
- Voice control of mailbox functions
- Skip forwards and backwards through your messages
- Secure access to your mailbox via PIN
- Your own Personal Greeting
- Records the time and date of each message
- "Always on" call answering service
- Ring time settings
- Out dial message notification
- Empty call capture

### 3. Eligibility

Message Minder is available to most residential customers who have an existing fixed telephone exchange line from KCOM, except in the following cases:

- Customers who have Outgoing Calls Barred (OCB) through our "Disconnection Policy";
- Customers who choose to have our "Basic Call" service.
- Customers who choose to have our "Basic Contact" service.+
- Customers whose telephone service is delivered over fibre

### 4. Charging structure

**Closed for new supply from 1 March 2021**

	Monthly Rental	
	Ex VAT	Inc. VAT
Message Minder	£0.00	£0.00

**For new supply from 1 March 2021**

	Monthly Rental	
	Ex VAT	Inc. VAT
Message Minder	£1.67	£2.00

- Charged as standard rental, monthly in advance.
- If the Return Call facility is used, normal call charges apply for any return calls made.
- There is no charge for retrieving messages from the telephone the service is provided on.
- Where messages are retrieved remotely normal call charges will apply, except with the use of the Return Call feature where the charge will be placed on the telephone bill of the mailbox owner.
- Callers leaving messages on the service pay call charges at the normal rates.

**5. Cancellation**

Customers who wish to terminate service will not be liable for a cancellation charge.

**6. Conditions of service**

Message Minder is provided under our existing "Conditions for Telephone Service".

**7. Additional information**

A touch tone telephone is preferred but is not essential to use Message Minder.

Call charges for accessing messages from overseas, from mobile phones or from other UK Telephone Service Providers are set by the relevant service provider.

The Return Call facility is only available if the caller did not withhold their telephone number.

Customers can only have one mailbox associated with their analogue telephone line.

**8. Interaction with KCOM choices services****Call Return**

If Message Minder takes a message, the telephone number will not be stored by Call Return (1471).

**Call Waiting**

If you have Message Minder, you will no longer receive the Call Waiting tone to alert you that another caller is attempting to contact you. Your caller will be put through to Message Minder and the message will be delivered to your home phone line when you have finished your existing call.

**Call Diversion**

If you wish to divert your phone to another number, simply use the diversion commands as featured in the preface of Colour Pages telephone directory. There are three diversion options – Divert all

calls (basic), Divert on No Reply and Divert on Busy. Please remember if you divert your telephone using any of these commands Message Minder will not take messages for you. Once you cancel a divert, if you have used "Divert on No reply" and "Divert on Busy" you must re-activate Message Minder. Providing you do this, Message Minder will once again take messages for you if your phone is engaged or you do not answer.

### **Call Barring**

Message Minder is not available on telephone lines which have Call Barring activated.