

Call Blocking Dispute Process

1 Introduction/Scope

KCOM have an obligation to review a dispute submission regards CLI blocking raised by a caller or a third-party CP and remove such where an error exists.

2 Reason for Process

Ofcom General Condition C6.6 requires Communication Providers (CPs), where technically feasible, to take all reasonable steps to identify calls in relation to which invalid or non-diallable CLI data is provided and prevent those calls from being connected to the called party.

KCOM screens incoming calls on a call by call basis (in real-time) that have found their way onto the KCOM network. Where the origination CLI data is invalid or there are indicators of nuisance call activity, KCOM stop or block the call from being connected to the called party¹. The caller will be provided with a network announcement (free to caller) advising their call has been blocked. Where a CP is blocking calls, there is a requirement under the Ofcom CLI Guidelines to detail a dispute resolution process.

KCOM recognizes it is possible that some legitimate calls may be blocked when they should not be and this impacts callers and our customers. This process details how a caller or a third-party CP can challenge KCOM where they think calls have been blocked in error.

3 Responsibilities

The people to whom this process applies and their main responsibilities are:

Applies to	Responsibilities
Disputing Party (caller or third-party CP)	Provide relevant details of issue (originating CLI, dates and times of call attempts) and reasons why call blocking should not be applied by KCOM.
KCOM Nuisance Call Team	Determine the call blocking CLIs and maintain records for the reasons for applying such.
KCOM Numbering Team	Investigation of a dispute, make a judgement on available information or request additional information, respond to the Disputing Party within 2 working days and reversing any blocking deemed to have been applied in error.
KCOM Carrier & Regulatory Manager	Oversee all dispute responses, deal with escalations, ensure response rates are maintained and undertake process reviews.

¹ The called party in the case being a KCOM connected customer line, no blocking is applied where an EA is the called party.



4 Dispute Notification

4.1 Requested Information

The Disputing Party is requested to provide as much detail as possible for KCOM's consideration. Ideally this should include:

Calling Party Number	The telephone number that the caller is using to make / originate calls from.
CLI Restricted Y/N	If known, whether the Calling Party Number is withheld.
Presentation Number	If known, the telephone number that is offered to be presented to the called party. The Calling Party Number and Presentation Number can be the same or they can be different.
Called Number(s)	The telephone number (on the KCOM network) that the caller is trying to contact.
Date(s) and Time(s)	Date and time of the call attempts.
Dispute Reason	Please provide information why you believe the call blocking is in dispute / inappropriate.

4.2 Contacts

The Disputing Party should make a written dispute submission and send via email to:

KCOM Numbering Team
Email: numbering@kcom.com

Contact telephone number (if required or urgent): 0330 838 4128

If you would prefer to make your dispute submission by post, then please send to:
KCOM Numbering, Melbourne House, Brandy Carr Road, Wrenthorpe, Wakefield WF2 0UG.

4.3 Escalation Contact

If KCOM fail to respond within two working days, please escalate to Andy Randerson, Carrier and ISP Manager. Email: andy.randerson@kcom.com Telephone: 01482 248889 or Mobile: 07814 302775.

5 Performance Measures

On receipt of a dispute, KCOM's target is to respond within 2 working days. If after 2 working days the Disputing Party has not received a response then please escalate. In the event of an urgent dispute that the Disputing Party believes is causing a major / critical impact then please make a telephone call highlighted such with your submission or escalate immediately.