KCOM

Withhold Your Number

All customers are given the facility to withhold their CLI so that it will not be sent out. This can be **customer activated** or network activated (as below).

NETWORK ACTIVATED - BY "Withhold Your Number"

1. Service description

This means that the customers CLI is automatically withheld (each time they dial out) without having to dial 141.

2. Charging structure

	Usage Charge Per Call	Annual Rental
"Withhold Your Number"	N/A	£0.00

KCOM reserves the right to charge £11.00 exc. VAT (£12.93 Inc. VAT) should a customer decide now, or in the future, to have CLI Line Blocking removed from their line.

3. Additional information

The implications of "Withhold Your Number" are as follows:

Some people called may have made the decision not to answer calls from people withholding their telephone number, therefore some calls may not be answered, or because of the **Reject withheld numbers Block Service**, some calls may not get through.

4. Override of "Withhold Your Number"

KCOM also offers a line block override facility. This means that customers who have requested "Withhold Your Number" will be able to override the block on a call by call basis if required.

To **release** your CLI on a call by call basis, dial 1470 before the number you are dialling and this will reveal your number to the called party (for that call only).

Example

A customer has had "Withhold Your Number" activated on their ex-directory line. Because they know that their friend has a Caller Display unit and will not answer calls where the CLI is withheld, they decide for that particular call to **reveal** their CLI. By dialling 1470 before the telephone number, their friend will see their telephone number before answering the call.