# KCOM

# Call return (1471)

## 1. Service description

This service allows customers to find out the telephone number of the last person who called, irrespective of the call being answered or not (providing the telephone number was available).

It also allows customers to initiate a call back to the number stored in the memory at the touch of a single button.

| Line Status | Message given on dialling 1471 |
|---|---|
| Public and available (non-payphone) | Telephone number (*xxxxxx*) called at (*date/time*). To return the call press '3' |
| Public and available (public payphone) | Payphone number (*xxxxxx*) called at (*date/time*). To return the call press '3' |
| Withheld | You were called at (*date/time*). The caller withheld their number |
| Unavailable | You were called at (*date/time*). We do not have the caller's number to return the call. |
| Previously queried and unchanged | Telephone number (*xxxxxx*) called at (*date/time*). To return the call press '3' |
| No new calls | You have no new calls to return |

## 2. Charging structure

| Service | Price |
|---|---|
| Call Return (No set up charge) | Normal call charges for calls as a result of dialling "3" |

## 3. Note

Call Return is only available on single line, non-DDI PBX lines.

Last call CLI Erasure

To ensure privacy in instances where the customer wishes to disable the last caller identity 1471 service, customers can dial 1475 and they will "erase" the CLI of the last caller.