



Choose To Refuse

This service gives subscribers the ability to 'block' specific telephone numbers from calling you. The caller will be informed that the caller is not accepting calls via a message.

Numbers can be blocked by one of two methods. You can type in code via your keypad and the last number will be blocked. Alternatively you can type the number into a management system. This management service also allows users to maintain the blocked number list.

Up to 10 numbers can be stored simultaneously. Trying to store more than 10 numbers will result in the oldest number being replaced by the new request.

Instructions for Using Choose to Refuse

How to block one individual number

1. Dial 14258
2. Press ** to confirm the number you are blocking. This will block the number that last dialled your number.

How to Block multiple numbers using the Management Service

1. Dial 14258
2. Dial in your PIN number. You will then be guided through series of prompts which will allow you to review and edit the numbers held. You can also add specific telephone numbers manually.

Notes

This service is available on single PSTN lines only. Customers on rural exchanges will not be able to have the service. A touch tone telephone must be used to operate the service

The default PIN is 1234. We suggest that you change the default when first using the service. If the PIN is then forgotten a reset to default will be required. Without the PIN you will be unable to access your Management Service options, but will still be able to bar incoming calls using **.

The service will bar any number where the calling line identity (CLI) is available to the network. This includes Other Licensed Operator networks, mobiles and payphones. Most international calls will be unable to be barred as the full telephone number is not forwarded.

Calls from numbers where the telephone number has been withheld can still be barred, providing the number is available in the network, but customers will not see the details of the barred number. The stored number list will refer only to the time and date the number was barred.

Cost

FREE for Residential customers

£1.49 per month (excluding VAT) for Business customers