



## PSTN Calling & Network Features

This document details the range of optional Calling and Network features which can be added to Pink Connect Analogue and ISDN lines to provide additional functionality and business benefit. Please contact us if you would like to find out more or to order any of them.

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## 1. Admin Controlled Call Forwarding

As long as you have compatible equipment, you can use this feature to forward your calls to another, prearranged number. Here are the options:

- On No Reply: Automatically forwards all voice and data calls if the customer doesn't answer within 20 seconds
- On Busy: Automatically forwards all voice and data calls if the customer's already engaged on a call. The forwarding takes place when all channels are busy, or when an individual called number is busy. NB: The customer's equipment supplies a User Determined Busy signal to the network
- Unconditional On All Calls: All voice and data calls are immediately forwarded.

Please note that:

- Call Forwarding On No Reply is compatible with Call Forwarding On Busy, but neither can be applied if Call Forwarding Unconditional is already in use
- This feature can be configured on a per Multi Subscriber Number basis, where available
- A forwarded call can only be re-forwarded up to 4 further times (i.e. a total of 5 forwarding's)
- ISDN30 Supplementary Services cannot be used over the forwarded leg of calls
- The forwarded leg of the call is chargeable.

## 2. Admin Controlled Call Barring (voice calls only)

Allows you to restrict certain types of call on your lines. Once set-up, only a request to Pink Connect allows you to amend or cease this feature. Here are the options:

1. **Outgoing Calls Barred Except** (OCB Except 1st and OCB Except Addtl Line) which blocks all outgoing calls with the following exceptions (Note: please use OCB Except Admin Controlled from Enumeration List): Emergency services calls to 999 and 112, 150, 151, 152, 154, 0800, 00800, 0808, 0500, CPS, 144, 15x route to credit control, and reverse charge calls.
2. **Outgoing calls barred** (OCB 1st and OCB Addtl Line) which will remove dial tone

NOTE: When you request this feature, it bars all outgoing calls including emergency services, CPS and 1571. You can only receive incoming and reverse charge calls.

Other options that can be selected for Admin Controlled Call Barring are:

- Premium Rate Service only
- International & Premium Rate Services

Please note that if a customer wants to be able to control their own call barring arrangements, they should opt for Call Barring Customer Controlled.

## 3. Anonymous Call Rejection

End users can use this feature to block calls from people and organisations that have withheld their number; typically to prevent marketing calls. However, it won't stop calls from overseas call centres, as their CLIs aren't transmitted.

Blocked calls will also include many legitimate callers who don't wish to, or cannot, divulge their number. For example, hospitals, fire brigades, doctors, police forces and public utilities. Even so, Operator services can still put through such calls.

This feature doesn't block calls:

- If the caller's identity can't be obtained and an unavailable message is delivered, as it would be emanating from a network that doesn't support Caller Display and Call Return type services (e.g. Other Licensed Operators and some mobile network operators)
- If the message Payphone or International is delivered
- Calls via an operator, who has been called by someone withholding their number; in which case the operator's CLI will be forwarded
- Made using Chargecards, pre-paid Chargecards or the Ring Me Free service.

#### **4. Busy Out Line (ISDN2e System Access only)**

Pink Connect can de-activate specific channels in fault situation (i.e. only those which are actually faulty), allowing the customer to continue receiving calls via any remaining active channels. When the fault is fixed, we'll remove this feature.

#### **5. Busy Out Line Anytime (ISDN2e System Access only)**

Pink Connect can de-activate specific channels in a non-line-fault situation (e.g. during equipment maintenance or refurbishment). When the equipment is back in service, we'll remove this feature.

Please note that:

- This feature is silently retained if the installation is renumbered but removed in all order types involving a change of communications provider

#### **6. Call Deflection**

A customer with compatible equipment can respond to an incoming voice or data call by deflecting it to another number without answering. For voice calls, any normal number that accepts incoming calls, such as a mobile phone or analogue exchange line, can take the call. This feature works on the basis of who the call is from, who it is being made to and call type.

#### **7. Call Waiting and Call Hold (PSTN single lines and ISDN2e Standard Access only)**

Informs a customer with compatible equipment that a call is waiting for them while they're engaged on another call. They can then choose to hold or close an existing call and accept the new one. They can also switch between the two calls.

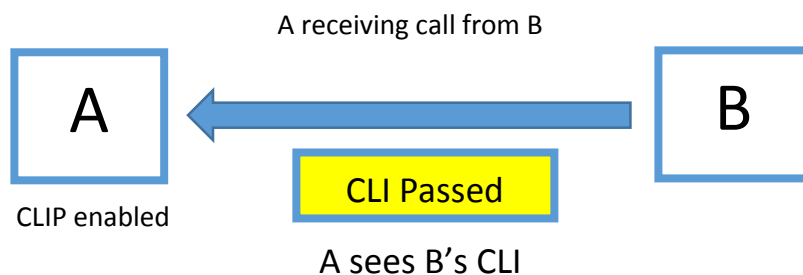
#### **8. Caller Redirect**

When a customer moves to another communications provider, or to a new exchange area, they may not be able to retain their existing number. This feature tells callers who dial the customer's original number that they have a new one. The caller isn't charged. Caller redirect on DDI numbers is only available in blocks of 10 numbers.

Please note that Remote Call Forwarding is an alternative option, this is only available on single numbers.

## 9. Calling Line Identity Presentation

This allows you as the called party to receive and display the calling party's telephone number before answering the call. The called party will only receive this information if the caller has not restricted the sending of their number (CLI). The called party will require suitable CPE in order to use CLIP. This can be Computer Telephony Integration or ISDN phones / phone systems that have display screens. The CLIP service is not automatically provided. CPs are required to request this service if it is required.



Please note that:

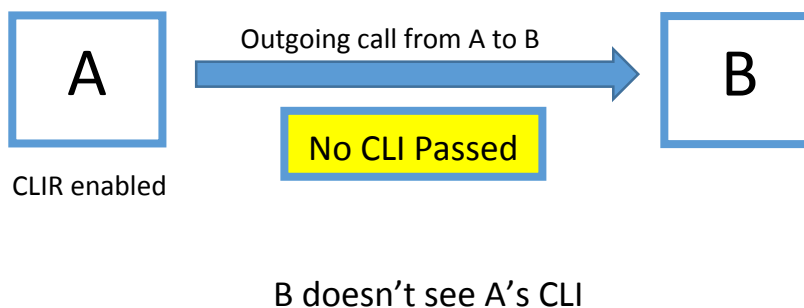
- On ISDN2e and ISDN30e (ETSI) lines, the information sent may be in the standard compliant form of the national or international number. The terminal equipment interprets the number information, inserts the appropriate prefix and displays and stores the number correctly, enabling end users to re-dial missed calls
- CLIs from international calls are only available on 64kbit/s data calls if the carrier has commercial agreements with the corresponding country
- CLIs are not available on international voice calls.

## 10. Calling Line Identity Restriction

As an end user you can restrict your CLI from being passed on an outgoing call. This prevents the called party from seeing your number.

The default is that your CLI is always released, but it can be restricted on a per call basis by dialling 141 before the called party's number.

Alternatively, if CLIR is enabled and so restricted on all calls then it can be released on a per call basis by dialling 1470.



Please note also that on outgoing calls from ISDN2e and ISDN30e (ETSI) installations, even if CLIR is enabled, if the PBX sends the CLI then it will be released to the called party. If the end user wants to restrict the number then the PBX switch needs to be configured with no 'Calling Party Number' CLI in the set up message.

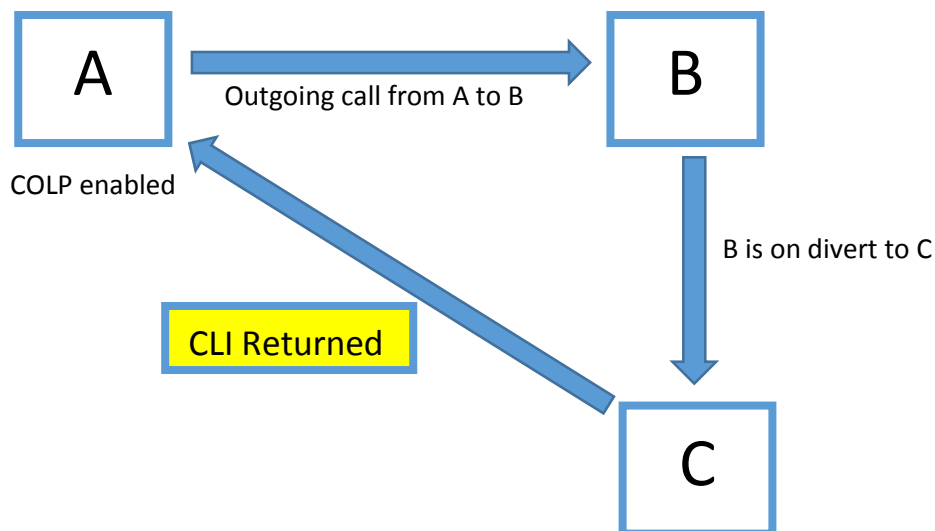
### 11. Connected Line Identity Presentation (ISDN2e and ISDN30e only)

Connected Line Identity Presentation allows the calling party to receive the Line Identity (telephone number) that their outgoing call has been connected to. The COLP service is not available when calling the PSTN, ISDN 2, ISDN 30 (DASS) or ISDN 30 (I421) lines or when the called party has restricted access to their Line Identity using the COLR service. To use COLP the correct terminal equipment is required.

The COLP service is not automatically provided – CPs need to request the service. COLP will only appear to the calling party when the call is connected.

Please note that:

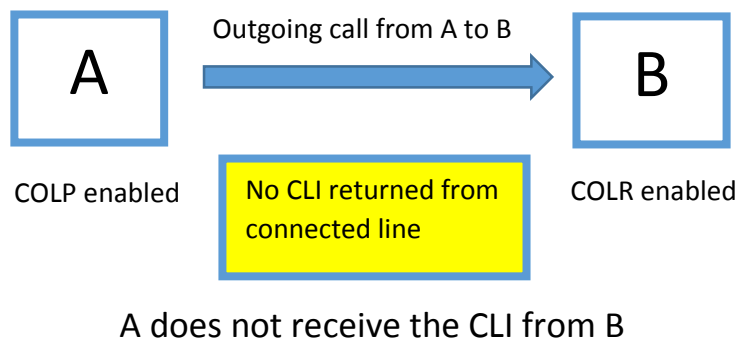
- The information sent may be in the standard compliant form of the national or international number. The terminal equipment interprets the number information, inserts the appropriate prefix and displays and stores the number correctly, enabling end users to re-dial missed calls
- CLIs from international calls are only available on 64kbit/s data calls if the carrier has commercial agreements with the corresponding country
- CLIs are not available on international voice calls.



A dials B but receives the CLI of C

## 12. Connected Line Identity Restriction

The release of a Customer Line Identity to incoming callers can be restricted using the COLR service. This service is only available on an administration controlled basis. There is no customer control option for this. Once provided, the line identity is restricted to all incoming calls – activation and deactivation of this facility on per incoming call basis is not available. COLR is not automatically provided. The CP should request this service.



## 13. Customer Controlled Call Diversion (PSTN / DASS only)

End users can divert calls to another number. Here are their options:

- Basic: All calls
- On Engaged and Failure: If all channels within a group of line are engaged, or if an ISDN 30 DASS link fails
- On No Reply: All incoming calls unanswered for around 20 seconds. This feature allows end users to manage the temporary diversion of incoming calls to a group of channels. They'll require the appropriate software on their phone system or other equipment.

Please note that this feature is not available across DDI ranges.

## 14. Customer Controlled Call Forwarding (ETSI only)

As long as they have less than 100 channels in a group of lines, a customer with compatible equipment can forward calls to another number using their own compatible equipment. This includes 3.1 kHz audio, voice, data and 64kbit/s unrestricted calls. The customer pays for the forwarded leg of the call at the appropriate rate.

To prevent problems caused by misuse, end users can only forward a maximum of 8 calls simultaneously during the ringing phase. Here are their options:

- On No Reply: Automatically forwards all voice and data calls if the customer doesn't answer within 20 seconds
- On Busy: Automatically forwards all voice and data calls if the customer's already engaged on a call. The forwarding takes place when all channels are busy, or when an individual



called number is busy. NB: The customer's equipment supplies a User Determined Busy signal to the network

- Unconditional On All Calls: All voice and data calls are immediately forwarded

Please note that:

- Call Forwarding On No Reply is compatible with Call Forwarding On Busy, but neither can be applied if Call Forwarding Unconditional is already in use
- This feature can be configured on a per Multi Subscriber Number basis, where available
- A forwarded call can only be re-forwarded up to 4 further times (i.e. a total of 5 forwarding's)
- ISDN30 Supplementary Services cannot be used over the forwarded leg of calls
- The forwarded leg of the call is chargeable.
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## 15. Customer Controlled Call Barring

End users can use this feature to bar:

- All calls, except 999, 112, 150, 151, 152, 154, 0800, 12822, 144, Carrier Pre-Select and reverse charge calls
- All national calls, international calls and calls to mobiles
- International calls
- All operator-connected calls
- Calls to numbers with \* or # in the address
- Premium Rate calls
- Inbound calls.

Call barring options are slightly different depending on the type of exchange the line resides on. For example

National, International and Mobiles

System X - National, International & Mobile

AXE 10 - National, International, Premium and Mobile

International

System X - International

AXE 10 - International and Premium

Please note that end users can have an outgoing call barring option active at the same time as barring incoming calls.

## 16. Customer Controlled Channel Busying (DASS only)

This service allows end user to restrict the presentation of calls from the local exchange to selected channels within a hunt group. End users can choose which channels require this service. Channels selected are 'busied out' and form a 'busy list'. A customer can have up to 15 'busy lists', each containing a number of channels.

Any channel can only belong to one busy list. A 4 digit numeric keyword is provided for security. The channels in each busy list are made busy or free using Star Service codes containing \*, # and numeric characters dialled on the controlling line on the ISDN30. e.g. \*472\*1234\*2# would activate busy on channels in busy list 2, where keyword is 1234.

The full information required to set-up this facility is:

- 4 digit numeric Keyword. (must be the same as any other keyword controlled facility on the installation)
- Controlling line for facility (default line 1)
- How many busy lists are required (Max 15)
- Which channels are required in each busy list  
e.g.
- Numeric keyword = 1234
- Controlling line = 30
- Two busy lists required, busy list 1 containing channels 16 to 30 inclusive and busy list 2 containing channels 2 to 15 inclusive.

This service is similar to night busying on ordinary exchange lines.

### **17. Direct Dialling In (ISDN2e System Access only)**

Gives callers direct access to extension users, without going through the switchboard. The customer allocates a range of numbers to a group of channels. They then assign a number to each extension from the range.

The installation can be minimum of 2 channels, up to a hunt group of 60 channels. They can also allocate a group of channels to up to 5 separate ranges. Each number range will have a minimum of 10 consecutive numbers. All numbers in all ranges will have the same service profile (e.g. if one number is forwarded, all of them will be).

The numbering options permit a combination of SNDDI and DDI ranges on the same installation, with all numbers using any of the available channels. Here are the options:

- Up to 5 SNDDI numbers
- Up to 5 DDI ranges
- 1 SNDDI with up to 4 DDI ranges
- 2 SNDDIs with up to 3 DDI ranges
- 3 SNDDIs with up to 2 DDI ranges
- 4 SNDDIs with 1 DDI range.

Please note that:

- This feature is only available on approved customer equipment and phone systems

The customer's terminal equipment must support DDI in order to recognise SNDDI.

- Outgoing calls for DDI lines can be on separate trunks (and will need to be configured accordingly)

- Under no circumstances can DDI number ranges relating to ceased installations run Call Forwarding. However, they can run Caller Redirect, in which case all numbers will receive the same announcement
- If Caller Redirect is required, the first number of the DDI range must be the first number on the calling service. The entire range doesn't have to be redirected, although the single range should commence from the bottom of the range and flow upwards in consecutive blocks of 10 numbers.
- Where 5 BT DDI/SNDDI numbers are provided, up to 5 imported ranges can be added.
- Single number DDIs and DDI ranges go over all channels.

Where import number is required to provide ISDN2e, this product variant supports the following DDI options using non-BT numbers and ranges. The non-BT DDI ranges do not have to be in blocks of 10.

Non-BT ranges (10 max):

- Up to 10 SNDDIs
- Up to 10 DDIs
- 1 SNDDI + 9 DDI ranges max.
- 2 SNDDIs + 8 DDI ranges m.
- 3 SNDDIs + 7 DDI ranges max.
- 4 SNDDIs + 6 DDI ranges max.
- 5 SNDDIs + 5 DDI ranges max.
- 6 SNDDIs + 4 DDI ranges max.
- 7 SNDDIs + 3 DDI ranges max.
- 8 SNDDIs + 2 DDI ranges max.
- 9 SNDDIs + 1 DDI range max.

### **18. Direct Dialling In (ISDN30e only)**

Gives callers direct access to extension users, without necessarily going through the switchboard. This feature provides 10 or more numbers and a maximum of 5 DDI ranges (BT numbers). All numbers in all ranges will have the same service profile (e.g. if one number is forwarded, all of them will be). The customer equipment could potentially be configured to allow multiple calls to be delivered via one number, to one device (e.g. a main switchboard number).

SNDDI is provided as an individual number in a DDI range. For incoming calls, the network will send 6 routing digits to the customer's equipment, enabling calls to be directed to the correct device.

End users can have up to 5 BT DDI ranges, or a mixture of DDI and SNDDI, with all numbers using any of the available channels. Here are their options:

- Up to 5 SNDDI numbers
- Up to 5 DDI ranges
- 1 SNDDI with up to 4 DDI ranges
- 2 SNDDIs with up to 3 DDI ranges
- 3 SNDDIs with up to 2 DDI ranges

- 4 SNDDIs with 1 DDI range

Please note that:

- This feature is only available on approved customer equipment and phone systems
- The customer's terminal equipment must support DDI in order to recognise SNDDI
- Outgoing calls for DDI lines can be on separate trunks (and will need to be configured accordingly)
- Under no circumstances can DDI number ranges relating to ceased installations run Call Forwarding. However, they can run Caller Redirect, in which case all numbers will receive the same announcement
- If Caller Redirect is required, the first number of the DDI range must be the first number on the calling service. The entire range doesn't have to be redirected, although the single range should commence from the bottom of the range and flow upwards in consecutive blocks of 10 numbers.
- Where 5 BT DDI/SNDDI numbers are provided, up to 5 imported ranges can be added

Where import number is required to provide ISDN30e, this product variant supports the following DDI options using non-BT numbers and ranges. The non-BT DDI ranges do not have to be in blocks of 10.

Non-BT ranges (10 max):

- Up to 10 SNDDIs
- Up to 10 DDIs
- 1 SNDDI + 9 DDI ranges max.
- 2 SNDDIs + 8 DDI ranges m.
- 3 SNDDIs + 7 DDI ranges max.
- 4 SNDDIs + 6 DDI ranges max.
- 5 SNDDIs + 5 DDI ranges max.
- 6 SNDDIs + 4 DDI ranges max.
- 7 SNDDIs + 3 DDI ranges max.
- 8 SNDDIs + 2 DDI ranges max.
- 9 SNDDIs + 1 DDI range max.

### **19. Direct Dialling In (ISDN30 DASS only)**

Gives callers direct access to extension users, without going through the switchboard. This feature supports up to 5 DDI ranges per main billing number (MBN). If the customer requires more than one DDI range across the same channels, the last 6 digits of all the numbers can be different. However, the digits in front of them must remain the same. For example, 020 7492 1000-1999, or 020 7492 5000-5999 are acceptable; whereas 020 7492 1000-1999 or 020 7356 1000-1999 are not acceptable. Please note that:

- This feature is only available on approved customer equipment and phone systems
- Outgoing calls for DDI lines can be on separate trunks (and will need to be configured accordingly)

- Under no circumstances can DDI number ranges relating to ceased installations run Call Forwarding. However, they can run Caller Redirect, in which case all numbers will receive the same announcement
- If Caller Redirect is required, the first number of the DDI range must be the first number on the calling service. The entire range doesn't have to be redirected, although the single range should commence from the bottom of the range and flow upwards in consecutive blocks of 10 numbers.

## **20. Indirect Access Call Barring**

Rejects call attempts made using Indirect Access codes. If a customer dials a code on the barred list, we route it to a generic, non-branded announcement that briefly explains the situation. You can order this feature on a per exchange line basis.

## **21. Multi Subscriber Numbering (ISDN2e Standard Access only)**

Customers with compatible equipment can assign between 2 and 10 continuous or non-continuous numbers to a line. Incoming calls arrive on both channels. The network sends digits to the customer's equipment to identify the equipment, port or application the call is intended for (it sends 6 digits by default and broadcasts them along the S bus extension wiring. The appropriate device then responds to the call.

On each outgoing call, the individual terminal will provide its pre-programmed digits to the network for identification. If it doesn't, the network will use the line's billing number as its identification source.

Please note that when an ISDN2e line has this feature, the main line number becomes one of the MSNs.

## **22. Outgoing Call Barring for Debt Management**

Prevents customers making outbound calls. Pink Connect may apply this feature to stop debts building up on unpaid bills. Access to 999, 112, 144, 0500, 0800, 0808, 12822, 150, 151, 152 and 154 numbers is not barred.

## **23. Temporary Out of Service**

Once Pink Connect applies this feature, end users can only make and receive emergency calls on the line. Any other call to the number will get an unobtainable tone. Rental may be still charged while the line remains out of service.

## **24. Permanent Incoming Calls Barred**

All incoming calls are barred. The customer can only make outgoing calls. Someone calling a number with this feature will either hear an announcement stating that the call isn't permitted, or they'll hear a number unobtainable tone. A caller attempting to make a 64kbit/s data call to a line with this feature will receive a digital message telling them the same thing.

## 25. Permanent Outgoing Calls Barred

When you order this feature it bars all outgoing calls, including calls to the emergency services. End users can only receive incoming calls. No dial tone will be present.

## 26. Presentation Number

Presentation Number is a digital calling and network feature that allows an additional number to be sent along with a customer's default network CLI on their outgoing calls. When an outgoing call is made by the customer, the person they are calling will be able to see the Presentation Number on their Caller Display and not the actual (network) line number. If the called party misses the call and subsequently dials Call Return on 1471, they will only hear the Presentation Number.

End users may require this feature for effective traffic management, or they may want to direct return calls to a more appropriate number than their network line number, like an 0800 help desk number. Individuals can also use this feature to screen calls before answering.

Presentation Number Type 1 has been available for a number of years and allows end users to nominate a single number to be built against an ISDN30 installation and to be displayed on every outgoing call. When you order the facility, the Presentation Number is also supplied and is built on the network switches.

Presentation Number Type 2 is provided automatically as part of the ISDN30 installation. The functionality identifies that an outgoing call is being made from a number within a DDI range and provides that individual DDI as the Presentation number, rather than the main billing number.

Presentation Number (Type 3,4,5) is a much more flexible variant. It is only available on ISDN30 ETSI installations and allows end user to decide what number is displayed as the Presentation Number for each outgoing call. The Presentation Number to be used on each call would be controlled by end users' PABX switch, and not set up within the BT network. This would typically be used by the call centre industry, where a customer may manage outbound marketing calls for a number of different clients – and so want to display different CLIs for different campaigns. The Type 1 and Type 3,4,5 services are mutually exclusive; all calls have to use either the Type 1 or the Type 3,4,5 service, they cannot be used in combination from the same ISDN30 access. Ofcom have made available guidelines (supported by UK legislation) to Industry on the use of Presentation Numbers and these must be adhered to. In summary, the guidelines dictate that a Presentation Number should be diallable and owned either by the calling party or a third party and used with their permission. Additionally, the Presentation Number must not be a premium rate or revenue share number.

<http://stakeholders.ofcom.org.uk/binaries/telecoms/policy/cliguide.pdf> The Presentation Number Type 3,4,5 CLI displayed will not be verified or validated in any way by the BT network, unlike the Type 1 product. It is therefore incumbent on the CP to ensure that their customers are following the guidance provided by Ofcom. International numbers used as Presentation Numbers might not always be displayed correctly to called customers. To avoid this problem and to comply with UK industry standards then UK numbers provided via the ISDN30 to the network as Presentation Numbers must be provided as National numbers and hence must not include the 44 UK country code. It should also be noted that there are network operators that do not always make received presentation numbers available to the called user.

## 27. Raw Call Data

Provides key information on incoming call traffic, which the customer can use to improve the quality of service to their customers. For example, this feature can provide data on calls not answered, engaged calls, call diverts, calls offered and network failures. This information is available on all numbers associated with the customer's main billing number, as a daily Comma Separated Value (CSV) file.

Please note that this feature is not compatible with Caller Redirect and Payphone installations.

## 28. Remote Call Forwarding

When customer ceases service and changes communications provider, or has a line renumbered, Pink Connect can use this feature to divert calls to an alternative number. The majority of these customers are likely to have moved to new exchange areas and therefore cannot retain their existing numbers.

Up to 8 calls can be diverted simultaneously, or up to 12 on a System X exchange. Callers pay the normal price. You pay Pink Connect for the diverted leg of the call, based on the destination.

Please note that:

- This differs from the majority of other Calling & Network Features; in that it replaces a working line, as opposed to being an additional service on a working line
- Caller Redirect as an alternative option.
- RCF is not available on DDI numbers

## 29. Route to 15x

This feature allows Pink Connect to arrange for our own service teams to deal directly with customers who dial 150, 151, 152 or 154.

## 30. Selective Outgoing Call Barring

End users can bar certain categories of outgoing calls themselves:

- All calls, except calls to 999,112,150,151,152,154,0800,0500 and 0808)
- International calls
- National and International Premium Rate calls
- Operator calls.
- Supplementary services (DASS only)

Please note that calls prefixed with an Indirect Access Code won't be connected.

## 31. Sub Addressing

### 31.1 6-Octet (ISDN30 DASS only)

Allows end users to allocate different combinations of characters to each device connected to a line (up to 6 alpha numeric characters, except #). In this way, they can select the destination or end point beyond that indicated by the national telephone number. For example, they can allocate a number

to a device connected to a LAN, to individual devices connected to an ISDN2e line, or to an application on a host computer.

Please note that the customer's equipment must be capable of sending and receiving Sub Addresses.

### **31.2 20-Octet (ISDN2e and ISDN30e only)**

Allows end users to allocate different combinations of characters to each device connected to a line (up to 20 alpha numeric characters, except #). In this way, they can select the destination or end point beyond that indicated by the national telephone number. For example, a customer can allocate a number to a device connected to a LAN, to individual devices connected to an ISDN2e line, or to an application on a host computer.

Please note that:

- ISDN2e lines can send 20 characters internationally on data calls, where supported.
- For ISDN2e and ISDN30e calls to ISDN30 (DASS) lines, this feature allows end users to send up to 6 alpha numeric characters nationally and 4 Octets internationally, where supported
- If 20 Octets are sent to an ISDN30 (DASS) line that's expecting 6 characters, they will be rejected and the call may fail
- The customer's equipment must be capable of sending and receiving Sub Addresses.

### **32. Temporary Call Diversion**

Pink Connect can divert a customer's calls to another number in the event of a fault. However, we cannot activate this feature until we've diagnosed the fault, as it would affect our tests. You will be charged for diverted calls at your normal rates.

Please note that any Indirect Access Call Barring will be temporarily removed for the duration of divert. Pink Connect will restore this when you accept a Clear Notification.

- Diverted To numbers cannot be International numbers (00), Premium Rate numbers (09) or Local Call Rate numbers (08, including 0844, 0845 and 0870).

### **33. Temporary Call Diversion Anytime**

Pink Connect can use this service to divert calls to another number for up to three months in the event of a non-line-fault situation (e.g. during equipment maintenance or refurbishment. The system will automatically remove it after three months. However we can re-apply immediately after that period and have it re-instated, as long as you're willing to pay again.

We can route the diverted through the BT network, for which Pink Connect will charge you. Or you can choose to route them over another network by entering the appropriate Indirect Access Code with your divert request.

Please note that:

- If you apply this feature to the main line of a PSTN Multi Aux installation, it will apply to all the auxiliary lines. However, you cannot apply it to an Aux line of a Multi Aux installation
- This feature is not compatible with Temporary Call Diversion feature requested during an open fault situation, or if debt management is in operation.



- This feature cannot be used to divert to the following destinations, as Pink Connect bars access to them for security reasons: Bangladesh, Colombia, India, Kuwait, Lebanon, Nigeria, Pakistan, Saudi Arabia
- Sri Lanka and the West Indies. There are no other restrictions and diverts are allowed to all other numbers, including: International numbers, Public Services numbers, Premium Rate numbers) and low call rate or Freephone numbers (e.g. 0844, 0845, 0870 and 0800)
- We remove any Indirect Access Call Barring for the duration of divert and restore the barring when you cancel the feature.

#### **34. Terminal portability (ISDN2e Standard Access only)**

The customer can disconnect compatible equipment from the ISDN 2e socket and reconnect it on another socket on the same line at any time. They can even do so during a call without losing the call!

Please note that the customer must configure their line for Point to Multipoint (S/T Reference) working.