

Select Services



The Select Services (as shown below) are a few services that come at a monthly charge. The activation time scale for these can take up to 24 hours.

| Service | Description | Cost |
|------------------------------------|---|-------|
| Calling Line Identity Presentation | Ensure your calls are connecting to the right person. You are also able to see the date and time of calls made. | £1.50 |
| Three Way Calling | This allows you speak with two other people at the same time even if one happens to be abroad. You can exclude either party at any time. | £1.50 |
| Admin Control Call Diversion | An exchange controlled call diversion. | £6 |
| Anonymous Call Rejection | Block any withheld number from calling. The caller will get an automated message 'this person isn't allowing withheld numbers, please re-dial with an identified number' | £1.50 |
| Answering Service 1571 | An answer phone service that will answer calls for when you are engaged in another call or away from the phone. Any calls unanswered will go through to a voicemail system, this is where a message up to two minutes can be left. The mailbox is private to the user and up to 10 messages can be saved for 20 days at any period. Answer 1571 is not always available for people in remote rural locations. | £1.50 |
| Call Barring | This enables you to stop certain calls. E.G. International or premium (not 999/112/151) You can also restrict numbers from calling into your phone. | £1.50 |
| Call Diversion | Make your calls divert to another number such as mobile when you are away from the office. | £1.50 |
| Call Diversion No Answer | Calls are diverted after no answer from the selected number. | £1.50 |
| Call Minder | Similar to 1571, Call Minder is a multi- feature answering service that allows you to retrieve messages from any phone, and in any location | £3 |
| Call Sign | View who is calling, or who the cal is for. | £1.50 |
| Call Waiting | This will ensure that if you are on a call, that you are aware that there is one in the queue. It will give a little beep as an indication. | £1.50 |
| Caller Display | Allows for you to see who is calling so you can decide whether to answer or not. You must have a phone set with caller display options (most modern ones do). | £1.50 |
| Choose to Refuse | Stop any nuisance calls with Chose to Refuse. The feature will enable you to block up to 10 numbers. Enter in the access code followed by your pin and the number will then be added to your barred number list. | £1.50 |
| ISDN2 Anon Call Reject | Reject Anonymous SIP calls | £1.50 |
| Outgoing Call Bar Private | | £9 |
| Reminder Call | This is a Single alarm set, or on a system X exchange, for a series of regular reminders. Most single lines already have this set up now as part of your package. | £1.50 |
| Ring Back | When you can hear an engaged tone, use key 5 on your keypad to request a Ring Back. This will send a recorded message to confirm and the line will then be monitored for the next 45 minutes. Once the line is free, you will hear a distinct ring to let you know the line has now become free. | £1.50 |
| Smart Divert | Access your divert calls remotely. Set it up, or even cancel from another phone. | £1.50 |
| Call Party Answer | Called Party Answer. A replacement product to support equipment that previously used the Meter Pulse Facility. It indicates to equipment that the person called has answered. | £1.50 |
| Caller Redirect | Caller Redirect is a service that informs incoming callers that the calling party's number has changed and they have a new telephone number | £3 |
| Call Minder Custom | | £6 |
| Temporary Call Diversion | This allows you to have your number pointed to another line, at a time when your line has a fault on it. Ensuring you don't go without service during this time. | £6 |
| Admin Call Forwarding On, No Reply | | £6 |
| ISDNe Renumber Charge per Numer | | £30 |
| Paper Billing | Recieve your bills through the post | £2 |

| Service | Description | Cost |
|---------------------------------------|---|-------|
| Service Pack | Paper Billing and Care level 2 | £2.50 |
| Care Level 2 | This allows us to get your phone line up and working with a response time of End of next working day Monday-Friday if a fault occurs. | £2 |
| Care Level 3 | This allows us to get your phone line up and working with a response time of Reporting AM fix by PM. Report PM fix next AM. Monday- Sunday. | £6 |
| Care Level 4 | This ensures your line will be fixed in a 6 Hour time slot. | £8 |
| Single number DDI Rental | | £0.50 |
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| Single Number DDI Connection Fee | | £1.50 |
| Per DDI Number Connection Fee | | £1.50 |
| DDI Planning Charge | | £100 |
| Analogue Line Remote Call Forward | | £25 |
| Remote Call Forward-Divert Ammendment | | £3 |
| Remote Call Forward Connection | | £3 |
| ISDN2e Sub Addressing | | £3 |
| WLR Call Sign Number Change | | £4 |
| Renumber | | £30 |
| Outgoing Calls Barred (PRS) | | £9 |

If you would like to add any of the extras to your account at any point of your contract, please call our customer service team on 03300240180, and they will be happy to help
For full T&C's please visit our website www.thinkitsimple.com.