

## Calling Number Display

### **What is Calling Number Display and Calling Line Identification?**

Calling Line Identification (CLI) is the data, about a call, automatically generated by a telephone network at the time the call is made. Calling Number Display (CND) is a feature of the CLI system which enables the recipient of a call to view the telephone number of the caller.

### **How does CND work?**

You will need a CND compatible handset in order to use this feature. To activate CND, please contact iTEL Community Telco.

Once you have the CND function activated, you will automatically see the telephone number displayed on your telephone display screen for most incoming calls.

### **When won't the number be displayed?**

There are some scenarios when CND won't be displayed:

'PRIVATE' – is usually displayed if the caller has chosen to block their number, or has a silent line or is calling from overseas.

'UNAVAILABLE' – is usually displayed if the caller is from overseas or calling from a payphone.

'PAYPHONE' – indicates the caller is calling from a payphone.

### **The use of 'Blocking' or 'Display' codes**

By default, your number will be displayed when you make calls to a CND activated phone unless you request your number to be silent or you block CND.

You can obtain a silent number or block your CND on a permanent basis by contacting iTEL Community Telco and requesting this. Alternatively, you can use a 'Blocking Code' to block CND on a call by call basis. You can also display your number for a particular call on a service that is otherwise blocked by using a 'Display Code'.

#### **'Blocking Code'**

To prevent displaying your number for a specific call only, dial 1831 from a standard fixed line or #31# from a mobile, prior to dialling the telephone number.

#### **'Display Code'**

To display your number for a particular call, only on an otherwise blocked service, dial 1832 from a standard fixed line or \*31# from a mobile service, prior to dialling the telephone number.

When dialling an override or an international number, ensure that the Blocking Code or Display Code is dialled before the override code or international number.

### **What are the benefits and disadvantages of CND?**

As with any service enhancement CND has both benefits and disadvantages:

You can have more control over your calls, as you can identify the caller before you choose to answer the phone, unless the caller has blocked their number.

Many phone handsets now have the capacity to store call histories and this will provide you with the ability to return calls to numbers on the display.

However, there are also privacy considerations that need to be taken into account. If you have CND activated, other people in your household will be able to identify the incoming calls you receive. Unless you use a blocking code your telephone number will be displayed each time you call people who have CND compatible handsets. This may result in the recipient being able to capture your number and identify you when you call again in the future, or the recipient may call you on the number that they have captured.

### **Are there instances when CND will always be presented?**

There are some situations in which your phone number will always be presented even if your CND is blocked or you have a silent number:

- When calling emergency services (000)
- If you use your phone to make a dial-up internet connection
- When you send or reply to a text message from your standard telephone service or send or reply to an SMS or MMS message.

### **Pricing**

The cost of activating Calling Number Display on your handset is \$6.00 inc. GST per month. Blocking and displaying CND is free. The cost of keeping a silent number is \$2.93 inc. GST per month.

### **International CND**

If your number is visible on calls you make in Australia then your number will also be visible when international calls are made and vice versa.

### **Further information**

For further information, to make changes or to confirm your CND status please contact iTel Community Telco on 133636.

Alternatively, if assistance with a hearing or speech impairment is required contact the National Relay Service on 133 677 from anywhere in Australia. For language assistance, contact the Translating & Interpreting Service on 131 450 from anywhere in Australia.

### **Faults / Complaints**

CND and CND blocking are enhanced call handling features under the Customer Service Guarantee. Accordingly, iTel Community Telco has an obligation to meet certain performance standards and a failure to meet these standards may entitle you to compensation.

If you have a complaint regarding the use of CLI or CND which you have been unable to resolve directly with us, you may lodge a complaint with the Telecommunications Industry Ombudsman (TIO). For further information go to [www.tio.com.au](http://www.tio.com.au) or call the TIO on 1800 062 058 or (TTY) 1800 675 692.