



## KCOM Wholesale Voice Call Waiting Clarification

**Date Issued:** 22 November 2021

<b>Service</b>	<b>Description</b>
Call Waiting	During ongoing testing of our fibre delivered voice service, KCOM has found that the Call Waiting voice feature does not function. This will not be rectified, as this is not supported by the fibre infrastructure equipment, currently used in the Hull Area.

### **In life service:**

If the end customer selects Call Waiting (using \*43#), calls to the number when the customer is taking another call, will not return a 'engaged tone' to the caller. The caller will experience a continuous ringing tone. Switching Call Waiting off (using \*43#), the caller will get an engaged tone when the customer is taking another call. Customers are advised to switch Call Waiting off.

### **Alternative solutions:**

None

We will be contacting via e-mail, if any of your customers are impacted, indicating the affected telephone numbers.

All enquiries should be addressed to [wholesalepartners@kcom.com](mailto:wholesalepartners@kcom.com)