

KC Favourites

1. Service Description

KC Favourites is a discount scheme that is available to residential customers.

A customer registered with KC Favourites will receive a 10% discount on direct dialled calls to up to 10 selected numbers.

The 10 nominated numbers can all be national numbers or can include a combination of any of the following:

- 1 international number and/or
- 3 UK mobile numbers

For all KCOM price plan customers, adjacent A1 and local calls already included in the customers KCOM price plan and do not attract a pence per minute call charge.

Customers with inclusive national calls with their KCOM price plans will not receive a discount during their inclusive period, as their calls to national destinations will not attract a pence per minute call charge.

2. Super Saver

As part of KC Favourites customers receive a further 15% discount on three specified numbers. These are known as 'Super Savers'. 3 x national, 1 x international geographic or 3 x UK mobile numbers (i.e. excluding international mobile numbers).

Less than 10 numbers can be registered.

Numbers can be registered on KCOOnline at kcomhome.com/account or by calling Customer Services on 01482 602555.

3. Changes to registered numbers

Customers newly registered to the scheme can only change their numbers after they have received their first bill, showing the registered telephone numbers.

KC Favourites is an additive discount. This means customers can have more than one discount scheme registered and receive the additional benefits on the relevant calls.

The telephone numbers registered for KC Favourites, the number of calls, the total cost of those calls, the percentage discount applicable and discounted amount will appear on the customer's account. Even if no calls have been made to a registered number in a particular billing period, the number will still appear on the account.

Because Customers are allowed to change their registered numbers once per position in anyone billing period, up to 20 numbers and the respective discount could be displayed on a single account. Charges on discounts will be rounded to 3 decimal places.

4. Service Constraints

- Numbers can only be registered once.
- This scheme specifically excludes non-geographic call bands (i.e. those starting 05, 07, 08 or 09), with the exception of a single mobile number in bands PN04, PN05 or MB01 - MB16 or international mobile numbers. It also excludes calls made using an Operator or a Charge Card. Similarly, calls to Directory Enquiry Services and all other Operator Services do not apply.
- The 10 numbers registered can be chosen from a combination of the categories below:

Maximum of 1 International number (This number can be from any one of the following Charge Bands: IR, 1,1a, 2, 3, 4, 5, 6, 7, 8, 8a, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18)

Maximum of 3 UK Mobile numbers (This number can be from any one of the following Charge Bands: PN04, PN05, MB01 - MB16)

Maximum of 10 National or Regional Area numbers (These numbers can be from the following Charge Bands: A2 or B)

Customers who have an account which is 60 days or more overdue, will not be registered onto the scheme until their arrears reduces.

KC Favourites will be applied per household, residing at a single residential premise where the contract for all the nominated exchange lines is with a single person and charges appear on the same bill.

Charging Structure

- KC Favourites is Free of Charge and available on all residential lines. (See **service constraints**).