

## The Euro

KCOM can now offer the facility for customers to settle invoices in Euro under the following conditions.

1. All outstanding balances must be cleared in Sterling before invoices will be produced in Euro.

All outstanding balances must be cleared in Euro before invoices revert to being produced in Sterling.

The banking system cannot handle Euro direct debits at present. Any customer on direct debit or budget account will have to change their payment method before invoices can be received in Euro.

2. Notice to receive invoices in Euro can be given either in writing or by telephone to customer care (01482 602555). After any outstanding balance has been cleared the following invoice will be produced in Euro (unless it is due within 7 days of the request).

Notice to revert back to receiving invoices in Sterling can be given either in writing or by telephone to customer care. After any outstanding balance has been cleared the following invoice will be produced in Sterling only (unless it is due within 7 days of the request).

3. The invoice will be calculated in Sterling and charges for individual items will continue to be shown in Sterling. The total sum (inclusive of VAT) will be converted to Euro.

4. The Sterling to Euro exchange rate will be updated on a weekly basis. It will be taken from the Money World web site on the first working day of each week.

Fluctuations in the Sterling to Euro exchange rate, between the date the invoice is raised and the date the payment made, will not be taken into account. The amount payable in Euro will always be that stated on the invoice. Losses or gains as a result of currency fluctuations will have to be borne by both parties.

5. Invoices must be settled in full and in Euro either by credit to the KCOM Euro account or by a cheque in Euro issued on a UK bank and either sent to KCOM or presented at Telephone House.

6. KCOM reserve the right to revert to Sterling settlement in the event that the customer fails to settle in Euro.

7. All refunds will be in Euro.

8. Any credits and other adjustments will be calculated in Sterling and incorporated into the next invoice.

9. KCOM will not accept Euro cheques in the shop for payment of goods or for pre-paid phone cards or for any services unless those services have been billed in Euro.