

Changes to services

1. Charging structure

Description	Charge	
	Ex VAT	Inc. VAT
Upgrade charge between KCOM price plans	£0.00	£0.00
Downgrade charge between KCOM price plans	£8.51	£10.21
Changes of Line Tariff e.g. Measured Service to Unlimited Service, payphone service, low loss service or vice versa	£20.00	£24.00
<u>Removals (Exchange Lines, analogue and ADSL) See Note 1& 2</u>		
Full install – New Line	£100.00	£120.00
Take over fee	£25.00	£30.00
Removal, Full install (keep same number)	£116.67	£140.00
Removal, Take over line (Keep same number)	£41.67	£50.00
Temporary Removals (Exchange Lines)		
<u>For building alterations etc.~ Residential +</u>	£22.00	£26.40
Additional Charges for Alterations		
<u>Telephone number changed at customer's request (per line per number) +</u>	£25.00	£30.00
<u>Change of instrument at customer's request +</u>	£8.50	£10.20
Number Search Fee - at customers request	£34.00	£40.80
Conversion from Hardwire to NTE	£0.00	£0.00
Regularisation of illicit master socket	<u>Full Connection Charge</u>	

Services	Connection Charge/ Single Payment		Annual Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
<u>Re-provision of service following a period when the instrument has been recovered for safe custody +:</u>	£20.00	£24.00	N/A	
<u>Telephony Restoration Fee (after disconnection for non-payment) +</u>	£30.00	£36.00		
Each Additional Line Suspended at Same Time	£12.00	£14.40		
<u>Re-termination of Exchange Line +</u>	£20.00	£24.00		
Pulsing Facility per Exchange	£25.00	£30.00	£16.20	£19.44
<u>Broadband Restoration Fee (after disconnection for non-payment) +</u>	£30.00	£36.00	N/A	

2. Out of area service ~ KCOM

See **annual rental & connection charges** plus the appropriate private circuit charge.

3. Alternatively routed lines

Alternatively routed exchange lines will be charged at the current time related charge rate for the provision of any poles, cable or duct which is used solely for the alternative routing. These charges are in addition to the normal rental and connection charges.

4. Note

1) Customers removing from a different service provider will be treated as new customers.

2) In case of abnormal construction - cost of works (i.e. more than two man hours)

*After the first year, the full rental for the relevant service (metered, unmetered etc.) will be charged.

5. + Engineer Visit Charge

	Ex VAT	Inc. VAT
Standard Engineer Visit Charge	£100.00	£120.00

Only one engineer visit charge should be raised against multiple provision of items that attract an engineer visit charge.