

Next Generation Text Service

1. Introduction & summary

Next Generation Text Service (NGTS) is provided by BT and made available by KCOM to all of its customers. The service makes it much easier for people with hearing and speech impairments on the KCOM network to make phone calls.

NGTS enables people who need to use text, to communicate with others over the phone either directly or through a relay assistant. The relay assistant acts as an intermediary to convert speech to text and vice versa for the two people in conversation.

2. Description

The service can be accessed in a number of ways, including normal calls made using an ordinary telephone or textphone and via Internet connected devices such as computers, laptops, tablets, and smartphones. Customers can also link a TextNumber to their existing phone number to allow them to make and receive calls without dialing a prefix.

Further details can be found on the NGTS website, www.ngts.org.uk, including details of how to get a TextNumber.

3. Using the service

The following numbers can be used to make a call using the service and there is also a Helpdesk for any questions.

When using a telephone	When using the app or a textphone
<ul style="list-style-type: none">• Direct or via Relay: dial 18002 + phone number <p>If the caller provides you with a Text Number beginning 0330 or 0777:</p> <ul style="list-style-type: none">• dial 0330 670...• dial 0777 7...• Using Relay Assist: dial 0870 240 9598• From abroad dial: +44 151 494 2022• For the NGT Helpdesk: dial 0800 7311 888	<ul style="list-style-type: none">• Direct or via Relay: dial 18001 + phone number• Using Relay Assist: dial 0870 240 9598• From abroad dial: +44 151 494 2022• For the NGT Helpdesk: dial 0800 7311 888

4. Further help & assistance

For more information or help on using the Next Generation Text Service (NGTS) you please contact:

Online: www.ngts.org.uk
NGTS Helpdesk: 0800 500 888
+44 151 494 1260 if dialling from abroad

5. Billing

Users do not need to be registered for the service; all chargeable calls will appear on the caller's telephone bill i.e. billed to the originating line where the call was made from. You will never be charged more than you would have been for the equivalent call made without using NGTS. So if a call type is included in your package those types of calls made using NGTR will also be included in your package.

6. Text Rebate

Calls made using the NGTS relay option can take longer than a voice call due to their nature and typing speed. Because of this we apply a rebate to the text element of NGTS calls. This rebate is only applied to parts of the call which are in excess of the minimum charge.

Call type	Rebate
Local and national, including 0870 and 0845	60%
UK mobiles, Directory Enquiries, International Directory Enquiries, International, Premium Rate, Personal Numbers, All other calls, Calls charged through a third party (e.g. charge card options), Non-geographic calls including 0844 and numbers starting 03	N/A