



UK-Wide 03 Inbound

Service description

03 numbers are an alternative to 08 numbers like 0845, 0844, 0870 and 0871. Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02), and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls.

Organisations using 03 numbers will be able to offer consumers a single national point of contact without involving additional charges for the service, over and above the cost of calls to geographic numbers.

Numbers starting 033 will be designated for new number requests

Numbers starting 030 will be designated for use only by public bodies and not-for-profit services.

Numbers starting 034 will be designated for use when migrating from a matching 084 number

Numbers starting 037 will be designated for use when migrating from a matching 087 number

As with 08 services, 03 numbers will allow the full suite of routing functionality such as:

Geographic Routing

Offers a complete geographic routing capability based upon the STD code system. The level of granularity for this routing can be extended down to the individual local exchange level, or even down to an individual telephone number.

Date of Year

Allows pre-programmed routing for specific days, separate from the day of week routing. This is particularly useful for public holidays, or for efficiently managing staff holidays.

Day of Week

Allows pre-programmed routing based upon the day of week, with the option of individual days being allocated specific routing plans.

Time of Day

Allows a complete range of time specific routing, such as the routing of calls during working hours to a main number while out-of-hours calls are sent to a secondary site or a voicemail system.

Ratio Distribution Routing

Offers the ability to distribute traffic based upon a percentage distribution basis. This feature is useful where there are a number of different sites receiving calls from a single IN number and it is important to distribute calls evenly among the sites.

Diversion of Calls

Offers the ability to route calls on an overflow basis if the primary destination is engaged or unanswered. The diversion upon no answer can be offered on a bespoke ring period before the alternative destination is invoked, for example routing to the alternative destination after 10 or 15 seconds of ringing. The IN platform differentiates between engaged and unanswered destinations and offers the ability to re-route according to each individual failure.

Charging structure



UK-Wide 03 Inbound includes the following key charge elements: number connection (set-up); number rental; call usage and service features (optional).

Number connection and rental charges

The prices listed exclude any charges for provision, connection, rental and other charges for standard business exchange lines, Centrex lines and any telephone or other equipment connected to the line(s). The normal method of delivery for this service is delivery to the customer's PSTN number.

Permanent service (new and takeover - minimum rental period of 12 months)

	Connection Charge		Monthly Rental	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Standard number, per number	£0.00		£0.00	
Select number, per number	£0.00		£24.99	£29.99

Temporary service

	Connection Charge		Monthly Rental	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Standard number, per number				
First 3 months or part thereof	£0.00		£45.00	£54.00
Subsequent month or part thereof	N/A		£39.00	£46.80
Select number, per number				
First 3 months or part thereof	£0.00		£150.00	£180.00
Subsequent month or part thereof	N/A		£99.00	£118.80

The rental charge payable under the temporary service comprises of the first three months at the initial rate and any following months are chargeable at the lower rate.

Call charges

Number	Proposed Charges for Customers - ppm					
Range (0SAB)	Daytime		Evening		Weekend	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
	3.000	3.600	3.000	3.600	3.000	3.600

Advanced features - permanent/temporary service

Connect and Rental Charges	Charge or Single Payment		Monthly Rental	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Call Routing Features (i)				
Time of Day (ToD)	£20.00	£24.00	£0.00	
Day of Week (DoW)	£20.00	£24.00	£0.00	
Date of Year (DoY)	£20.00	£24.00	£0.00	
Diversion of calls (g,h)	£20.00	£24.00	£0.00	
Geographical routing – per Zone	£20.00	£24.00	£0.00	
Change to routing Plan	£50.00	£60.00	N/A	
CLI Barring	£20.00	£24.00	£0.00	
Ratio Distribution routing	£20.00	£24.00	£0.00	

Alterations at customer request

Connect and Rental Charges	Charge or Single Payment	
	Exc. VAT	Inc. VAT
Change of Service number	£79.00	£94.80
Change of Destination number	£79.00	£94.80
Emergency Change request (e)	£105.00	£126.00



Conditions

Terms that have been defined in the Conditions for Telephone Service shall have the same meanings if they are used in this Schedule of additional conditions.

The following additional conditions will apply where you use any of your exchange lines to receive number translation services

1. Early termination charges

(i) Customers who terminate their contract (Permanent) before the expiry of the full contract terms (ie minimum period) will be liable for charges incurred to the end of the minimum contract period.

2. Reserving telephone numbers

(i) Customers have no right to sell or transfer any number allocated to them by KCOM to any other person.
(ii) Customers may request KCOM to reserve a number (either standard or select) for a period of 3 months from the date KCOM agrees the reservation request. The initial reservation cannot be extended and at the end of the period of reservation the number will be made available for re-issue to other Customers.

3. Arrangements with third parties

(i) The Contract for the provision of these services is between KCOM and the person with whom KCOM makes the Contract ("the Customer"). Where the Customer makes arrangements with third parties, the Customer remains responsible to KCOM under the Contract. Any arrangements the Customer has with such third parties for the provision of these services are entirely the Customer's responsibility.
(ii) KCOM will issue an invoice to any address nominated in writing by the Customer, but KCOM payment terms continue to apply and the Customer remains liable for all charges incurred, in the event of non-payment by any third party

4. Existing exchange lines

(i) We will only provide number translation services to you on our business exchange lines. You must have an existing agreement with us for all of the business exchange lines you use in connection with your number translation service.

5. Setting up your services

(i) We shall arrange for our network to provide you with the number translation services you have requested. We shall try to meet any target service date and service levels we have agreed with you but will not accept any liability if we are unable to do this.

6. Use of your services

(i) You must only use your number translation service in accordance with the requirements of any relevant licenses, legislation or industry regulations.
(ii) Where applicable, you must ensure that you use your number translation service in accordance with any codes of practice and other guidelines published by PhonepayPlus (formerly ICSTIS) at all times. You must ensure that you hold any necessary authorisations you need to use your number translation service from PhonepayPlus.
(iii) You must not use your number translation service for the purposes of sending any message or communication which is offensive, abusive, indecent, obscene or menacing or which causes annoyance, inconvenience or worry to any person or which is fraudulent, defamatory or intended to be a hoax call to any emergency service or for any other purpose which may damage our reputation.
(iv) If you fail to comply with the requirements of the two preceding paragraphs, we will be entitled to immediately terminate your right to use your number translation service.

(v) We will only be able to supply You with telephone numbers commencing '030' (or any additional number ranges Ofcom allocates for similar use) if You are a public body or 'not-for-profit' organisation (pursuant to Ofcom's guidance). On Our reasonable request, You will provide KCOM with any information We require in



order to verify Your status as such an organisation. In the event You lose such status, We will terminate provision of 030 numbers (or similar number ranges) to You

(vi) You must accept that we will co-operate with the Police and any other relevant authorities (including but not limited to the Inland Revenue and the Trading Standards office) in connection with any misuse or suspected misuse by you of your number translation service. We will also co-operate with other telephone companies in connection with any fraudulent, or suspected fraudulent, activity relating to the use of your number translation service and you also accept that this co-operation may require us to divulge your name, address and other information relating to the use of the service.

(vii) You must use your reasonable efforts to ensure that the number of telephone calls made to you using your number translation service does not significantly exceed your ability to answer them as this may cause congestion on our network. Where this kind of congestion occurs, we shall be entitled to suspend your number translation service until such time as we are satisfied that your use of the service is no longer likely lead to this kind of congestion.

7. Telephone numbers

(i) We shall make the telephone numbers we have agreed with you available for use by you in connection with your number translation service.

(ii) We shall be entitled to change the numbers you use for your number translation service in the event of OFCOM imposing any numbering scheme on us or in the event of any other regulatory body requiring us to make changes to or discontinue the use of your telephone numbers. In the event of this happening, we shall try to provide you with as much notice of the changes as possible.

(iii) Any telephone numbers you use in connection with your number translation service shall remain our property at all times and you shall not obtain any rights to the continued use of these numbers.

(iv) If you fail to use any of the telephone numbers we have agreed to let you use in connection with your number translation service for a continuous period in excess of six months, we shall be entitled to withdraw your right to use the relevant number(s) and make it available for someone else to use. We will always write to you before doing this

8. Payment terms

(i) All of the charges and other payment terms that apply to your number translation service will be as set out in the attached offer letter. These charges may vary from time to time in line with any changes that we make to the charges in our price list.

(ii) In addition to the charges we have quoted to you for your use of number translation services, we shall be entitled to recover from you any charges levied on us by other telephone companies in respect of calls that are made to your number translation numbers from public payphones.

(iii) We shall be entitled to withhold any payment that we are due to make to you in connection with your number translation service if any connected payments due to us are withheld by other telephone companies as a result of any fraud or suspected fraud. We shall not then be obliged to make these payments to you until we have recovered the monies that are owed to us from the relevant telephone companies.

(iv) Where you are using our UK-Wide 03 service, you must not exceed any credit limit that you have agreed with us. If you have exceeded your credit limit, or we believe that you are likely to exceed your credit limit, we will be able to suspend your use of these services.

9. Compensation scheme

(i) The compensation scheme shall not apply to your use of the number translation service. If you experience a problem with your number translation service, our liability to you for any losses that you may incur as a result of this shall be limited to £5,000 for each of the exchange lines you are using for the services and in any event shall not exceed £20,000.

These limits shall not apply in relation to any injury or death caused by our negligence.

10. Exclusion of statutory rights



(i) The terms of the Contracts (Rights Of Third Parties Act) 1999 shall not apply to your agreement with us for the supply of number translation services

Notes

- (a) Pricing is based on a Permanent contract term with a minimum 1yr service.
- (b) Customers requesting a cease of service and provision without a break in service will be deemed to be making a plan change, not a new provision and the appropriate charges will be raised.
- (c) Standard prices for exchange lines apply - see "Basic & Advanced Telephony" charges in our Price List.
- (d) A Call Routing Plan is a systematic and logical scheme for routing calls received by a customer, depending on a variety of circumstances surrounding the call (e.g. day, time, area of origin).
- (e) Emergency change request – Customer may request an "Emergency Change" in cases where their service will be affected due to unforeseen circumstances. This will only apply to a single terminating number (DTN) "soft change" where it is also deemed to be "service affecting" to the customer. KCOM will make every attempt to ensure any valid change request is implemented within 1 hour of accepting the change. At all other times, faults will be managed in accordance with Business Care or Business Care Plus services.
- (f) KCOM will usually provide the service(s) requested for a standard service (i.e. no call routing plan) within 48 hours and for a complex service (i.e. with a call routing plan) within 5 working days. KCOM shall have no liability to the customer for failure to achieve this target.
- (g) Delivery to Number (DTN): a customer nominates the PSTN number that UK-Wide 03 calls will be delivered to. Calls can only be delivered to the PSTN number, where the PSTN call would be charged at National Long Distance rate or below. The following are exceptions:
03 UK Wide, Mobile, IDD, Numbers in Other Licensed Operator (OLO) areas, Freefone 0800 or comparable services on OLO networks and Premium Rate. Individual PSTN-DDI extensions can have calls routed to them. Calls can be delivered to OLO numbers as long as PSTN number is nominated for billing calls and connection and rental charges.
- (h) Calls diverted to mobile or international numbers will attract the standard Mobile and International calling tariffs shown in KCOM price list.
- (i) This charge will apply on each occasion that a feature is changed or added; or a change is made to a feature or terminating telephone number, per feature and/or terminating number changed. This feature charge does not apply where a feature connection charge is raised.