

## Changes to Services

### Charging Structure

Description	Charge	
	Ex VAT	Inc. VAT
Changes of Line Tariff e.g. Measured Service to Unlimited Service, payphone service, low loss service or vice versa	£20.00	£24.00
Removals (Exchange Lines, analogue and ADSL) See Note 1 & 2		
External ~ Business (outside lead only)	£125.00	£150.00
Internal ~ Business +	£35.00	£42.00
Temporary Removals (Exchange Lines)		
For building alterations etc. ~ Business +	£35.00	£42.00
Additional Charges for Alterations		
Telephone number changed at customer's request (per line per number) +	£22.00	£26.40
Change of instrument at customer's request +	£8.50	£10.20
Number Search Fee - at customers request	£34.00	£40.80

Services	Connection Charge /		Annual Rental	
	Single Payment		Ex VAT	Inc. VAT
	Ex VAT	Inc. VAT		
Re-provision of service following a period when the instrument has been recovered for safe custody +:	£20.00	£24.00	N/A	
Restoration of service after suspension (Non-payment) ~ 1st line +	£22.00	£26.40	N/A	
Each additional line suspended at same time	£12.00	£14.40	N/A	
Re-termination of Exchange Line +	£20.00	£24.00	N/A	
Pulsing facility per Exchange Line	£25.00	£30.00	£16.20	£19.44

Out Of Area Service ~ KCOM - KCOM

## 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.

### Note

1) The connection charge for removals will be discounted by £15 for business customers. 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.

+Visit Charge

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

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