

Customer call forwarding

1. Service description

The Customer Call Forwarding (CCF) service allows specified exchange lines to be programmed to divert automatically to one of up to 10 stored numbers when given a specific command.

KCOM programs the 10 different diversion destinations through the CCF equipment.

The customer has a main number, a remote access number, and a 3 digit security code and bypass number.

2. Charging structure

This service is charged by a one off connection fee and an annual rental, plus the cost of all diverted calls. There is also a charge if a change is required to any of the numbers stored.

Description 01/01/2010		Charge Or Single Payment		Annual Rental	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Call Forwarding (Plus all forwarded calls charges)					
Remote Call Forwarding	Single Number	£140.00	£168.00	£288.00	£345.60
	2 to 10 Numbers	£140.00	£168.00	£348.00	£417.60
Customer Call Forwarding ~ (CCF)		£140.00	£168.00	£348.00	£417.60
Optional Facilities					
"Withhold Your Number" on CCF By-pass Number	On	£0.00		N/A	
	Off	£12.00	£14.40		
Customised message Tape		£20.00	£24.00	N/A	
Change of divert-to number (per occasion)		£20.00	£24.00	N/A	