



Ordinary Lines - Not Available For New Supply

Service Description

A telephone line is installed in the customer premises, which is capable of incoming and outgoing calls.

The line is terminated on a plug-in telephone socket (if installed after 1982). Conversion of a hardwired line to a plug-in telephone socket can be completed at the customers' request free of charge. Additional sockets can also be installed at the appropriate rate.

A telephone handset can be rented if required or the customer's own telephone can be used.

There is a choice of tariffs for customers. One is a rental fee, which excludes local calls, and the other is a rental fee, which includes local calls.

For new installations the lead-time is 8 working days for residential customers from acceptance of application.

All customers receive one directory entry in ordinary type as part of their line rental.

Benefits

There is currently a flat rate of 5.5 pence (exc. VAT, 6.60p inc. VAT) for untimed Local calls i.e. within the KCOM network area.

The Unlimited Local Call Tariff is beneficial if more than 7 Local calls are made per day for residential customers.

For residential customers there is no need to pay a connection fee in advance. It can be paid over the initial 12 month period of service. For example, a residential customer can spread the £51.00 exc. VAT, (£61.20 inc. VAT) connection charge to £12.75 exc. VAT, (£15.30 inc. VAT) per quarter.

Charging Structure

		Connection Charge		Annual Rental	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Unlimited Local calls, Line Only	Paid by Direct Debit / Payment Plan	£51.00	£61.20	£214.38	£257.26
	Paid by Invoice			£219.48	£263.38
Measured Service, Line Only	Paid by Direct Debit / Payment Plan	£51.00	£61.20	£76.50	£91.80
	Paid by Invoice			£81.60	£97.92
Conversion from Home Superway to Analogue	Current Premises	£51.00	£61.20	One of Above	
	After Move to a New Premises *	£50.00	£60.00		
Conversion from ISDN2 / 2e to Analogue	Current Premises *	£68.00	£81.60	One of Above	
	After Move to a New Premises *				
Installations Taken Over (with No Alterations)		£20.00	£24.00	One of Above	
Installations Taken Over (with No Alterations) (EYE) §		£0.00	£0.00	One of Above	
Installation of New Line (EYE) §		£0.00	£0.00	One of Above	
Ex-Directory Rental per Exchange Line		£0.00	£0.00	£0.00	£0.00

Notes

In certain circumstances, where extensive new construction is required in order to provide a customer with telephone service, additional charges may apply.

The annual rental charge includes all network apparatus up to and including the Network Termination Point. An additional annual rental charge of £15.00 exc. VAT (£18.00 inc. VAT) (Residential) will be raised where a basic telephone or a termination is provided.

Certain types of line; alarm and modem data transmission lines are provided with ex-directory free of charge.

All applications are subject to a credit check and a security deposit may be required. See separate Security Deposit booklet for further information

The take over charge is as stated above, provided that no additional work or visit is required. If additional work or a visit is required the customer will be charged the standard connection fee as shown above, and not the take over fee.

* These conversions will be waived for those customers who simultaneously have their line xDSL enabled.

§ EYE means East Yorkshire Expansion area, i.e. those villages outside of KCOM's original licensed area.