

Ordinary Lines Shared Service

1. Service Description

This service enables a subscriber to take a non-KCOM broadband service connection from a service provider, who provides service in the KCOM Subscriber's local exchange area. The subscriber continues to be billed by KCOM for telephony service and has a second contract with the Broadband Service Provider for the broadband service. Application for this service is in the first instance to the Broadband Service Provider, who will contact KCOM. As part of service provisioning procedure, KCOM will contact the subscriber and confirm their intention to take service from the Broadband Service Provider.

This service is available as an option on a standard Ordinary Line service where a telephone line is installed already in the customer premises, which is capable of incoming and outgoing calls.

If not already so, the line requires to be converted to a termination on a plug-in telephone socket. Conversion of a hardwired line to a plug-in telephone socket is completed at the appropriate rate. Additional sockets can also be installed at the appropriate rate -See the Apparatus section of the Price Manual.

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

There is a choice of tariffs for customers. Please see the "Ordinary Lines Section of the Price Manual"

The lead time for this service will be advised by the Broadband Service Provider.

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

2. Restrictions

Each Ordinary Line will only support one broadband service connection.

KCOM is obliged to provide this service in the traditional 01482 service area to qualified non-KCOM Broadband Service Providers. Within this area, there are limited areas where this service cannot be provided for technical reasons. Geographic service restrictions on the Broadband Service Provider's product may apply, notwithstanding KCOM'S provision of shared service.

Both within the traditional 01482 service area and the East Riding service areas, the availability of shared line service KCOM Group products, will be advised by the specific service sales staff.

This service is only available on Ordinary Lines. For the avoidance of doubt service will not be provided on:

Centrex lines

Lines with Bypass

Second and subsequent exchange lines

Alarm lines

Temporary lines

Low loss exchange lines

Payphone lines

Lines providing digital services - Home Superway, ISDN2 or xDSL service.

The following KCOM services will not be provided over Shared Service lines:

Services provided under Lifeline or Low user tariff schemes

Remote Call Forwarding

Business Care services

3. Charging structure

Standard Ordinary Line Charges are applicable for telephone service.

Broadband service charging arrangements will be as per the relevant KCOM service, or advised by the Broadband Service Provider.