



## Basic Contact

### Service Description

Basic Contact gives residential customers a basic form of telephone service, with restrictions on outgoing calls, for a reduced connection and rental charge.

The service is available only to the following residential customers having or requiring a single ordinary analogue line:

Existing customers only as an option within our Disconnection Policy.

Other applicants if they have either

- a) never had service from KCOM or
- b) have been without service from KCOM for at least a year.

Customers will be able to receive incoming calls, but unable to make all outgoing calls except to:

emergency organisations i.e. 999 and 112

the fault repair service i.e. 151

Customers will *not* be capable of:

Making outgoing calls to numbers which are free of charge i.e. those in the "NF" tariff band.

Making outgoing reverse charge calls or receiving KC incoming reverse charge calls.

Out-of-area incoming reverse charge calls will be passed through by other operators unless the Basic Contact customer chooses not to accept them. The Basic Contact customer will be billed for all such calls in the standard way.

Customers applying for service are subject to a credit checking procedure and therefore a security deposit may be required. Customers can upgrade from the Basic Contact Service to Full Service on payment of an upgrade fee. Normal full annual rental will then apply. Applications for upgrade to Full Service will be subject to a further credit check.

## Charging Structure

Basic Contact		Connection Charge		Annual Rental	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
New Line, New or Removing Customer		£9.00	£10.80	£34.20	£41.04
Line Present, Transfer (Same or Different Day)				£29.16	£34.99
New Line, New or Removing Customer + Paper-Free Billing >		£9.00	£10.80		
Line Present, Transfer (Same or Different Day) + Paper-Free Billing >					
Upgrade to Full Service (Charges are dependent on the equipment present when Basic Contact was offered)	Line was in situ & no engineer visit required	£12.00	£14.40	See Ordinary Line Rentals	
	No line in situ or engineer visit required	£41.50	£49.80		
	Upgrade plus an NTE socket required	£41.50	£49.80		