



KC Inclusive - Not Available For New Supply

Service Description

Choice of 3

A choice of 3 tariff packages for customers having 1 or more ordinary residential lines, or Home Superway.

KC Freetime

Includes free, unlimited off-peak calls (7pm to 7am) to:

KCOM customers (K)

Local Freetime

Includes free, unlimited off-peak calls (7pm to 7am) to

KCOM customers (K)

Local numbers (A1)

UK Freetime

Includes free, unlimited off-peak calls (7pm to 7am) to

KCOM customers (K)

Local numbers (A1)

UK geographic numbers (A2 & B)

For each of the above packages, the following additional reductions apply:

Geographic calls at all times - reduced by 15% (Chargeband/code A1, A2, B)

International non-mobile calls at all times – reduced by 15%. (Chargeband/code IR, 1 – 17, Inmarsat, Emsat, Ellipso, Thuraya & Iridium)

International mobile calls at all times – reduced by 5%.

For each of the above packages, standard call charges apply to:

Non-geographic numbers at all times e.g. 0845, 0870, mobiles & premium rate are charged at the standard/measure service rate. (Chargeband/code – MB, PR, PS, S, NF, LC, FC, PN, MM, MF, IN)

197, 118288 and other short codes – no reduction



Calls to any destination between 6pm and 7pm and between 7am and 8am will be charged at the normal evening rate, minus any applicable discount as indicated above.

Operator calls.

Benefits

You can make as many calls* as you want without worrying about your bill

Don't worry about spending too long on the phone

(*included off-peak calls as specified above under the relevant package).

Note

For the following KCOM Inclusive packages, off-peak calls are defined as calls between 7pm and 7am and all weekend.

For an inclusive call to be free it must last less than 60 minutes. From 60 minutes the call will be charged at the prevailing rate (i.e. evening, if it's evening) and with the usual minimum charge. However, customers can hang up at 59 minutes, and re-dial, making another free call.

Karoo Internet Packages

If a customer selects one of the above inclusive telephony packages, they can also opt to have a Karoo internet package and may then become eligible for 85.1p exc. VAT (£1.00 inc. VAT) discount on their Karoo bill. This applies to both dial-up and broadband packages.

Existing Karoo internet customers who opt for one of the inclusive telephony packages may also be eligible for the 85.1p exc. VAT (£1.021 inc. VAT) discount on their Karoo bill.

Customers will only be eligible for the 85.1p exc. VAT (£1.021 inc. VAT) discount if

- the account for inclusive telephony and for Karoo internet are both in the same name,
- the payment details for both accounts are the same, and
- both accounts are paid by direct debit.

If the customer opts for Karoo NetTime (where rental is not charged), the 85.1p exc. VAT (£1.021 inc. VAT) discount will not apply.

See the Residential Internet section of the Price Manual for further details of the Karoo internet packages.

Note

The 85.1p exc. VAT (£1.021 inc. VAT) discount will never result in a credit to the customer's bill.

Charging Structure

Service	Connection 1	Monthly Service Charge 2	
		Exc. VAT	Inc. VAT
KC Freetime:			
– 1 st request on ordinary line	£0.00	£11.48	£13.78
– 2 nd /subsequent request on ordinary line	£0.00	£9.35	£11.22
– any request on Home Superway	£0.00	£19.14	£22.97
Local Freetime:			
– 1 st request on ordinary line	£0.00	£12.33	£14.80
– 2 nd /subsequent request on ordinary lines	£0.00	£9.35	£11.22
– any request on Home Superway	£0.00	£19.99	£23.99
UK Freetime:			
– on 1 st ordinary line	£0.00	£14.89	£17.86
– on 2 nd /subsequent ordinary lines	£0.00	£9.35	£11.22
– any request on Home Superway	£0.00	£22.55	£27.05
Discount applied to Karoo bill if a Karoo internet package is provided with any KC Inclusive package.	£0.00	£0.85	£1.02

Payment

Payment will be by Direct Debit (including Budget Scheme) only.

The service charge will be payable quarterly or monthly in advance (according to customer request) and chargeable calls will be billed quarterly or monthly in arrears.

Discount Schemes

KC Favourites / Saver, Favourite Countries may still be set-up with the above and discounts will apply at all times. The standard fees apply for these discount schemes. Please see the relevant sections of the Price Manual for details of fees for these schemes.

The Home 15 discount scheme cannot be taken with the above packages.

Notes

There will be no charge for existing customers who migrate to any of the above inclusive telephony packages. Customers wishing to return to either measured or unlimited service will incur the standard change of line tariff charge, which can be found in the Changes to Services section of the Price Manual. In instances where customers wish to change to another KCOM Inclusive package we reserve the right to apply the change of services charge.

1 The usual line connection charge will apply to new customers, as detailed in the Ordinary Lines section of the Price Manual.



2 For ordinary lines, the monthly service charge includes the standard line rental. Please see the Ordinary Lines section for details of rentals. For Home Superway lines, the monthly service charge includes the standard line rental, which can be found in the Home Superway section.