



## KCOM Mobile

### Introduction

KCOM mobile is available to all residential customers, subject to a credit check. There is a range of tariffs available, all of which use O2's network.

Contracts are either for 12 month or 24 month terms and prices are correct for new contracts from 17/12/2015 to 11/05/2016:

Monthly allowance		Monthly rental SIM only		Monthly rental Nokia 215		Monthly rental including Samsung Galaxy A3		Monthly rental including Samsung Galaxy S5 Neo		Monthly rental including Apple iPhone6 16GB or Samsung S6 32GB		Monthly rental including Samsung S6 Edge Plus 32GB or Apple iPhone 6S 64GB	
Minutes <sup>1</sup> & texts	Data <sup>3</sup>	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
12 month contracts													
250 mins & unlimited text	250 MB	£5.83	£6.99	£7.49	£8.99	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
500 mins & unlimited text	500 MB	£8.33	£9.99	£9.16	£10.99	£18.33	£21.99	£29.99	£35.99	n/a	n/a	n/a	n/a
Unlimited	1GB	£10.83	£12.99	n/a	n/a	£20.83	£24.99	£32.49	£38.99	n/a	n/a	n/a	n/a
Unlimited	3GB	£13.33	£15.99	n/a	n/a	£23.33	£27.99	£34.99	£41.99	£41.66	£49.99	£44.99	£53.99
Unlimited	5GB	£14.99	£17.99	n/a	n/a	n/a	n/a	£36.66	£43.99	£43.33	£51.99	£46.66	£55.99
Unlimited	10GB	£17.49	£20.99	n/a	n/a	n/a	n/a	£39.16	£46.99	£45.83	£54.99	£49.16	£58.99

Monthly allowance		Monthly rental SIM Only		Monthly rental Nokia 215		Monthly rental including Samsung Galaxy A3		Monthly rental including Samsung Galaxy S5 Neo		Monthly rental including Apple iPhone6 16GB or Samsung S6 32GB		Monthly rental including Samsung S6 Edge Plus 32GB or Apple iPhone 6S 64GB	
Minutes <sup>1</sup> & texts	Monthly allowance	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
24 month contracts													
500 Mins & unlimited Text	500 MB	£8.33	£9.99	n/a	n/a	£16.66	£19.99	£23.33	£27.99	n/a	n/a	n/a	n/a
Unlimited	2GB	£12.49	£14.99	n/a	n/a	£20.83	£24.99	£27.49	£32.99	£32.49	£38.99	n/a	n/a
Unlimited	6GB	£18.33	£21.99	n/a	n/a	n/a	n/a	£33.33	£39.99	£38.33	£45.99	£41.66	£49.99
Unlimited	12GB	£21.66	£25.99	n/a	n/a	n/a	n/a	£36.66	£43.99	£41.66	£49.99	£44.99	£53.99
Unlimited	20GB	£24.16	£28.99	n/a	n/a	n/a	n/a	n/a	n/a	£44.16	£52.99	£47.49	£56.99

## Handset One-Off Charges

Monthly allowance		Nokia 215	Samsung Galaxy A3	Samsung Galaxy S5 Neo	Apple iPhone 6 16GB or Samsung S6 32GB	Samsung S6 Edge 32GB, Apple iPhone 6 Plus 16GB & Apple iPhone 6S 16GB	Samsung S6 Edge Plus 32GB or Apple iPhone 6s 64GB	Samsung S6 Edge Plus 32GB or Apple iPhone 6S 64GB
Minutes <sup>1</sup> & texts	Data <sup>3</sup>	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
12 month contracts								
250 mins & unlimited text	250 MB	n/a	n/a	n/a	n/a	n/a	n/a	n/a
500 mins & unlimited text	500 MB	n/a	£60.00	£80.00	n/a	n/a	n/a	n/a
Unlimited	1GB	n/a	£60.00	£80.00	n/a	n/a	n/a	n/a
Unlimited	3GB	n/a	£60.00	£80.00	£150.00	£180.00	£180.00	£180.00
Unlimited	5GB	n/a	n/a	£80.00	£150.00	£180.00	£180.00	£180.00
Unlimited	10GB	n/a	n/a	£80.00	£150.00	£180.00	£180.00	£180.00
24 month contracts								
500 mins & unlimited text	500 MB	n/a	£30.00	£40.00	n/a	n/a	n/a	n/a
Unlimited	2GB	n/a	£30.00	£40.00	£60.00	n/a	n/a	n/a
Unlimited	6GB	n/a	n/a	£40.00	£60.00	£90.00	£90.00	£90.00
Unlimited	12GB	n/a	n/a	£40.00	£60.00	£90.00	£90.00	£90.00
Unlimited	20GB	n/a	n/a	n/a	£60.00	£90.00	£90.00	£90.00



## **Handsets**

All KCOM supplied handsets are provided with a 24 month warranty from the date of purchase, with the exception of Apple iPhones, which are 12 months. If the handset becomes faulty within 28 days of purchase a replacement handset will be provided, this will not apply to non-warranty damage i.e. cracked screen, water damage.

After 28 days the handset must be taken to or sent to the handset manufacturer recommended service centre for repair. No loan handset will be provided by KCOM.

## **<sup>1</sup>Inclusive minutes**

Inclusive minutes can be used for calls to standard UK landlines (starting 01, 02 and 03) and all UK network mobiles, but not international calls or calls to special or premium rate numbers. See chargeable call information below for more details.

## **<sup>2</sup>Inclusive texts**

Inclusive texts can be used for UK text messaging. Picture messages will cost an extra. See chargeable call information below for more details.

## **<sup>3</sup>Data & wifi**

UK data usage only. Fair usage policy applies to O2 unlimited wifi. see wifi fair usage policy below for more details.

## Chargeable call information

Once the inclusive minutes / text / data allowance has been used calls / texts and data will be charged at the relevant rate for the type of call made.

Out of bundle call charges excluding VAT:	
Calls to UK landlines <sup>1</sup>	33p*
Calls to O2 mobiles <sup>1</sup>	33p*
Calls to other UK mobiles <sup>1</sup>	33p*
SMS (UK text message) <sup>2</sup>	10p
Picture & video messages	21p
Voicemail	Free
Data per MB (where tariff has no inclusive data) <sup>3</sup>	£1.80
Data overage (per MB) <sup>3</sup>	2.5p
O2 directory enquiries 118402	83p
Non O2 directory enquiries (inc. 118500 and 118118)	£4.17
Roaming calls, international calls, texts and data	See <a href="http://www.o2.co.uk/international/internationalhub">http://www.o2.co.uk/international/internationalhub</a>
Premium rate numbers	See <a href="http://www.o2.co.uk/help/everything-else/extras-and-premium-rates">http://www.o2.co.uk/help/everything-else/extras-and-premium-rates</a>
Calls to 05, 08 and 07 special numbers	See <a href="http://www.o2.co.uk/help/everything-else/special-numbers">http://www.o2.co.uk/help/everything-else/special-numbers</a>

### 1. Calls to UK landlines, O2 mobiles and other UK mobiles

Minimum call charge is one minute and then per second billing thereafter.

Calls to any of the Channel Isles (Jersey, Guernsey & Isle of Man) are not included in voice call bundles. They are charged at the standard out of bundle voice call rate 33p per minute.



## 2. UK text message

Tariffs include unlimited texts. Text messages are charged at 10p per message thereafter.

## 3. UK browsing

UK data usage only. Data used while outside of the UK is not included.

## Wifi fair usage policy

The following policy relates to your use of O2 wifi service only. It is designed to make sure you can get a service that is great value, fast and reliable.

You must make sure that any use of the service, by yourself or anyone else via your account, complies with this policy. If you (or anyone else using the service via your account) breach this policy, we or O2 may:

1. give you a notice to stop or moderate the unacceptable use(s); or
2. terminate or suspend your service, with or without notice as we consider appropriate, under the terms.

This policy is in addition to the terms and conditions for O2 wifi and is part of the terms for that service. Anything which is not defined in this policy will have the meaning set out in the terms. If there's any inconsistency between the policy and the terms, the policy will prevail.

## Contract terms early termination charges

Early termination charges apply for customers ceasing their KCOM mobile service whilst still in contract. These early termination charges are highlighted in the table below, and apply per month for the remainder of the contract term. VAT is not payable on this charge.

Monthly allowance			SIM Only	Samsung Galaxy A3	Samsung Galaxy S5 Neo	iPhone 6 16GB & Samsung S6 32GB
Minutes <sup>1</sup>	Texts <sup>2</sup>	Data <sup>3</sup>	Monthly early termination charge	Monthly early termination charge	Monthly early termination charge	Monthly early termination charge
12 months contract						
250	Unlimited	250 MB	£5.83	n/a	n/a	n/a
500	Unlimited	500 MB	£8.33	£18.33	£29.99	n/a
Unlimited	Unlimited	1GB	£10.83	£20.83	£32.49	n/a
Unlimited	Unlimited	3GB	£13.33	£23.33	£34.99	£41.66
Unlimited	Unlimited	5GB	£14.99	n/a	£36.66	£43.33
Unlimited	Unlimited	10GB	£17.49	n/a	£39.16	£45.83
24 months contract						
500	Unlimited	500 MB	£8.33	£16.66	£23.33	n/a
Unlimited	Unlimited	2GB	£12.49	£20.83	£27.49	£32.49
Unlimited	Unlimited	6GB	£18.33	n/a	£33.33	£38.33
Unlimited	Unlimited	12GB	£21.66	n/a	£36.66	£41.66
Unlimited	Unlimited	20GB	£24.16	n/a	n/a	£44.16