



HomeTxt

Introduction

Residential customers with suitable phones¹ who are directly connected to the East Yorkshire network are able to send and receive SMS ("Text") messages via their fixed line. Using the HomeTxt service it will be possible to send standard texts to the following recipients:

Other KCOM Residential "fixed" customers

BT Residential "fixed" customers

UK Mobile network customers on O₂, Orange, T-Mobile, Virgin, Vodafone and "3".

Receiving Texts

HomeTxt users can receive texts from O₂, Orange, T-Mobile, Virgin, Vodafone and "3".

Users of the T-mobile and Virgin network who have ported from another mobile operator to T-Mobile/Virgin will not be able to send or receive texts to/from HomeTxt users

Charges for these texts if successfully delivered will appear on a customer's fixed line bill.

Inclusive Texts

All KCOM Residential fixed line telephony customers^{*} will receive an allowance of five free texts per month, to be used in conjunction with the HomeTxt service.

Inclusive Text Allowances will be included within all standard residential tariffs. There will be no requirement for customers to register for them or make any kind of application to KCOM to qualify before the start of this offer.

Inclusive text allowances must be used within the allocated invoice period. They will not rollover into subsequent periods. For monthly customers, this means that the first 5 texts invoiced in arrears on their next fixed bill will be free of charge. For quarterly customers, this means that the first 15 texts invoiced in arrears on their next fixed bill will be free of charge.

Further Details

By using one of the compatible phones available from KCOM, customers will be able to send and receive text messages in much the same way as they would using a mobile phone. As with texting currently, users will be able to compose messages of up to 160 characters in length and send them using their fixed line. On receiving the text, the recipient can reply directly back to the sender using the "fixed" number.

If the number being texted does not have the necessary equipment connected to it, the service will translate the message into speech format and deliver it by calling the destination number.



Customers will not be able to select any other texts for their inclusive allowance to apply to, other than the first five or fifteen on their bill accordingly. Inclusive texts cannot be transferred to other lines at a customer's residence or to other customers. Inclusive texts do not "Rollover" into any subsequent billing period and if they are not used cannot be reclaimed in any way.

Inclusive texts cannot be transferred from or to KCOM Mobile accounts at any time under any circumstances.

New customers may also qualify for inclusive text messages. In these circumstances, the number of texts on their initial bill will be allocated pro-rata and may not always equal 5 per month. The number of pro-rated texts is subject to the amount of time between regular bills and will be shown on the subsequent fixed line invoice.

Exclusions

It is not possible to use the service to send texts to 8xxxx premium rate services, or to use the service to receive reverse bill text messages

Customers on the NTL and Telewest networks will only be able to received Text To Speech voice messages at launch.

It is not possible to text international fixed line numbers on other services.

It is not possible to text mobile users who are roaming internationally.

Charge Details

It is free to receive text messages.

Text To Speech Messages are free to receive when a call is received. Should a customer choose to dial the retrieval platform standard 0845 rates will apply.

To send text messages the following charges will apply:

Code	Description	Charge In Pence Per Text	
		Exc. VAT	Inc. VAT
MB02 - MB05	UK Mobile Number	8.51	10.21
K	KCOM Fixed Line Numbers	8.51	10.21
A1, A2, B	UK Fixed Line Number	8.51	10.21

It should be noted that when a text is delivered as a voice message the above charges will also apply.

Conditions

You must be a directly connected KCOM (i.e. not Switch 'n' Save or TalkMore) Residential customer to use this service.

*The HomeTxt service is not available to customers on the following packages:



Basic Contact

Basic Call

Student Call

You must have the Caller Display service set up on your line before using the service.

1 Handset Availability

The HomeTxt service is only compatible with certain phones. Compatible phone types sold directly by KCOM are listed below. It should be noted that only phones purchased from KCOM at launch will have the correct service settings. Although this and other manufacturer's equipment may be compatible, it will have to be reconfigured before messages can be sent and received

Phone Type	Handset Price		Rental Price Per Qtr	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Relate SMS	£21.27	£25.52	£4.25	£5.10
Diverse 5210	£51.06	£61.27	N/A	

"Xtra" Additional Text Discount Packages

Customers will be able to purchase additional bundles of discounted text messages for use in conjunction with the "HomeTxt" service. Two packages will be available, containing 50 and 100 texts respectively, purchased via the payment of a fixed sum per billing period.

All texts to which the "Xtra" allowance applies will be free of charge, regardless of destination. Once the texts included in an allowance are used in full, usual prices will apply. Customers may purchase an additional "Xtra" package at any time. Where a customer initially purchases the HomeTxt 50 package and subsequently upgrades to the HomeTxt 100 option, all of the first 100 texts, on the subsequent invoice will be free of charge.

Customers will be invoiced for text messages sent via the HomeTxt service in arrears on their next fixed bill.

Further Information

Customers will not be able to select any other texts for their "Xtra" allowance to apply to, other than the first 50 or 100 on their bill. Allowances must be used within whatever billing period the customer's telephony account is subject to (i.e. A quarterly billed customer must use their allowance within a quarter, a monthly billed customer within a month). "Xtra" texts cannot be transferred to other lines at a customer's residence or to other customers, either partially or in full. Texts in an "Xtra" allowance do not "Rollover" into any subsequent billing period and if they are not used cannot be reclaimed in any way.

Texts in an "Xtra" allowance cannot be transferred from or to KCOM Mobile accounts at any time under any circumstances.

Where a new customer purchases an "Xtra" allowance when setting up their account, the number of texts on their initial bill will be calculated pro-rata and may not always equal 50 or 100. Customers may however not be charged the full amount for that billing period. The number of pro-rated texts is subject to the amount



of time between regular bills and will be shown on the subsequent fixed line invoice. From the next invoice, all text allowances will be for the whole entitlement corresponding to a customer's billing period, for which the full charge will be payable.

Customers on the NTL and Telewest networks will only be able to receive Text To Speech voice messages at launch. Note, these are only billed to the customer on receipt at the destination (i.e. When they are listened to by the recipient). Text to Speech messages that are not listened to are deemed as "Undelivered" and not billed to the customer.

Exclusions

Customers will not be able to send texts to the following networks or destinations. As such, they will not be part of any inclusive or "Xtra" allowance.

It is not possible to use the service to send texts to 8xxxx premium rate services, or to use the service to receive reverse bill text messages

It is not possible to text international fixed line numbers on other services.

It will not be possible to text mobiles on UK networks that are roaming internationally, although it will be possible for messages to be received from them on a fixed line.

Charge Details

There will be two "Xtra" text discount packages available. Details are below.

Text Category	Exc. VAT	Inc, VAT
HomeTxt 50	£3.83	£4.59
HomeTxt 100	£6.81	£8.17

Conditions

You must be a KCOM directly connected (i.e. not Switch and Save) Residential customer to use the HomeTxt service. You must have the Caller Identity service set up on your line before using the service. You cannot permanently withhold your number whilst using this service.