



## Service Description

TalkMore 2 - For a monthly fee of £4.247 exc. VAT (£5.10 Inc. VAT) the customer gets evening calls free for up to 75 minutes, and weekend calls completely free.

Customers will continue to receive a bill from BT for line rental, service rental and any associated charges as well as any calls that are made via BT. The following calls will continue to be carried by BT:

- Calls to emergency numbers
- Operator assistance
- Number ranges for flat-rate internet access - those starting with 0844 04 or 0808 99
- Non-KC directory enquiry services on 118

The customers' phone number will remain the same.

Customers will have the ability to override KC on a call-by-call basis, either reselecting BT (by dialling BT's override code) or by dialling an Indirect Access (IA) code (1xxx) which will route calls via a third operator. In both cases the customer will dial the destination number after the access code.

## Service Restrictions

- If the customer has more than one phone number and line, and they wish to have CPS on both lines, they will need to request CPS separately on each line
- If a customer uses BT's Light User Scheme and similar lower-cost schemes such as In-Contact and In-Contact-Plus, they will not be able to use these schemes and CPS. To take CPS they will first have to cancel these schemes.
- Call Barring is now available on TalkMore products for international and premium rate numbers.
- Call Diversion and other value added services - All BT Star Services are supported by Kingston. (We have LDLI [Last Diverting Line Identity] which enables us to support Call Forwarding and Call Divert as well).
- If the customer is considering using CPS on a line intended for a burglar or other type of alarm service, KC cannot guarantee to carry these types of calls in the event of an emergency. (Customers should note that CPS will make no difference to the existing 999 emergency services number.)
- This service is available to residential customers only.

## Billing

BT will continue to provide and maintain the telephone line(s) that run from the customer premises to the telephone exchange and any equipment dedicated to providing a telephone service. They will also route the types of calls listed above. The customer will therefore continue to receive a bill from BT for these services.

Customers will also receive a bill from KC for the calls made on the KC network.

## Payment to KC

- Payment will be by Direct Debit only.
- Chargeable calls will be billed monthly in arrears.



## Call Charges

All Charges will be billed by the second.

### UK Geographic Calls (Bands K, L, A1, A2 & B)

TalkMore 2 01/01/10		Monthly Rental		Call Charges	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Daytime	Pence per minute	£4.247	£5.10	2.127p	2.55p
Evening	Up 75 minutes per call			FREE	
	Pence per minute thereafter			0.766p	0.919p
Weekend	<i>Price at all times</i>			FREE	

Daytime calls are subject to a minimum charge of 3.404p exc. VAT (4.084p Inc. VAT).

Calls between any two customers taking any of these products will be FREE. E.g. a customer taking TalkMore 1 will be able to call a customer taking TalkMore 3 for nil charge at any time.

### Calls to UK Mobiles (Bands MB01 to MB10):

There will be a bundle of free minutes for weekend calls to UK mobiles as follows:

02/08/05	Free Minutes
	TalkMore 2
Monthly	20 minutes

Unused minutes cannot be carried forward.

Outside this bundle the following charges apply for calls to UK mobiles. (International roaming charges are additional.)



## Calls to UK Mobiles (Bands MB01 to MB10):

01/01/2010	Charge In Pence Per Minute					
	Daytime		Evening		Weekend	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Calls to UK Mobiles MB01, MB03 - MB05, MB07 - MB09	10.213	12.256	6.808	8.170	4.255	5.106
Calls to UK Mobiles MB02	12.765	15.318	8.510	10.212	5.106	6.127
Calls to UK Mobiles MB06	16.170	19.404	12.340	14.808	4.255	5.106
Calls to UK Mobiles MB10	16.000	19.200	12.500	15.000	5.300	6.360

All mobile calls will attract the minimum call charge of 3.404p exc. VAT (**4.084p** Inc. VAT)

All calls are shown in pence per minute charges, and calls are billed by the second.

For details of number ranges for mobiles please see the [NNG section](#) of the price manual.

For details of the TalkMore Mobile Caller Bolt-on, please [see here](#).

## Other UK Calls:

Other UK non-geographic calls (Premium Rate, Fixed Fee, Directory Enquiries etc.) will be charged at the [current KC rate](#), with a minimum charge of 3.404p exc. VAT (**4.084p** Inc. VAT).

## International calls

Please [see here](#).

For details of the TalkMore International Saver and Bolt-On, please [see here](#).

## Time Periods

<b>Daytime Rate</b>	Monday ~ Friday, 8am ~ 6pm
<b>Evening Rate</b>	Monday ~ Friday, before 8am and after 6pm
<b>Weekend Rate</b>	All Day Saturday and Sunday