



SMART Comms No Longer Available for New Supply

Service Overview

SMART Comms is KCOM's new Hosted IP Telephony service which is positioned as:

1. Hosted Private Branch Exchange (PBX) solution which a network equivalent to the customer site located PBX which the customer may previously have acquired
2. A Voice over IP solution – which uses IP to deliver voice communications more efficiently than the legacy digital (Time Division Multiplex [TDM]) technology

In this respect, SMART Comms is a modern replacement to the legacy CENTREX service which KCOM launched a number of years ago. The principle difference from a technological perspective is that SMART Comm proffers the ability to encompass 'converged communications' [voice and data] into multimedia/unified communications services going forwards.

As such, SMART Comms is presented, predominantly as a subscription based service, whereby apart from an initial 'set-up charge the service will be chargeable through monthly subscription which is dependent upon the number of users/licenses taken by the customer organisation and term of the contract 1, 3 or 5 years. The only exception will be one off charges for engineering services and headsets, which are sold as a consumable (unsupported) offering due to their relative fragility.

Connection Charges

Item Description	One Off Charge											
	2-29 Lines		30-39 Lines		40-99 Lines		100-199 Lines		200-499 Lines		500+ Lines	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Service Connection Charge (per user)	£35.00	£42.00	£30.00	£36.00	£25.00	£30.00	£20.00	£24.00	£15.00	£18.00	£13.50	£16.20
Additional costs identified at time of installation	To be quoted as part customer quote/proposal											

Site Options

Item Description		Charge Per Site Per Month	
		Exc. VAT	Inc. VAT
Premium Site Feature Pack (1)		£0.00	£0.00
Site Feature (Optional Extras)	Auto Attendant	£15.00	£18.00
	Trunks add-on for Centrex site (10)	Subject to Quote	
	Call Centre ACD	£50.00	£60.00
	Call Centre ACD Plus	£6.00	£7.20
	Hunt Group Plus	£6.00	£7.20

User Licences

Item Description	Contract Duration	Charge Per Seat per Month (2)															
		2-9 Lines		10-19 Lines		20-29 Lines		30-39 Lines		40-99 Lines		100-199 Lines		200-499 Lines		500+ Lines	
		Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Basic User License	1 Year	£7.00	£8.40	£6.75	£8.10	£6.50	£7.80	£6.25	£7.50	£6.00	£7.20	£5.75	£6.90	£5.50	£6.60	POA	
	3 Year	£6.75	£8.10	£6.50	£7.80	£6.25	£8.70	£6.00	£7.20	£5.75	£6.90	£5.50	£6.60	£5.25	£6.30		
	5 Year	£6.50	£7.80	£6.25	£7.50	£6.00	£7.20	£5.75	£6.90	£5.50	£6.60	£5.25	£6.30	£5.00	£6.00		
Standard User License	1 Year	£7.50	£9.00	£7.25	£8.70	£7.00	£8.40	£6.75	£8.10	£6.50	£7.80	£6.25	£7.50	£6.00	£7.20		
	3 Year	£7.25	£8.70	£7.00	£8.40	£6.75	£8.10	£6.50	£7.80	£6.25	£7.50	£6.00	£7.20	£5.75	£6.90		
	5 Year	£7.00	£8.40	£6.75	£8.10	£6.50	£7.80	£6.25	£7.50	£6.00	£7.20	£5.75	£6.90	£5.50	£6.60		
Enhanced User License	1 Year	£8.00	£9.60	£7.75	£9.30	£7.50	£9.00	£7.25	£8.70	£7.00	£8.40	£6.75	£8.10	£6.50	£7.80		
	3 Year	£7.75	£8.70	£7.50	£9.00	£7.25	£8.70	£7.00	£8.40	£6.75	£8.10	£6.50	£7.80	£6.25	£7.50		
	5 Year	£7.50	£9.00	£7.25	£8.70	£7.00	£8.40	£6.75	£8.10	£6.50	£7.80	£6.25	£7.50	£6.00	£7.20		
Premium User License	1 Year	£8.50	£10.20	£8.25	£9.90	£8.00	£9.60	£7.75	£9.30	£7.50	£9.00	£7.25	£8.70	£7.00	£8.40		
	3 Year	£8.25	£9.90	£8.00	£9.60	£7.75	£9.30	£7.50	£9.00	£7.25	£8.70	£7.00	£8.40	£6.75	£8.10		
	5 Year	£8.00	£9.60	£7.75	£9.30	£7.50	£9.00	£7.25	£8.70	£7.00	£8.40	£6.75	£8.10	£6.50	£7.80		

User Options

Item Description	Charge Per Seat Per Month	
	Exc. VAT	Inc. VAT
(3) Busy Lamp Field [per license] (Optional Extra on Enhanced and Premium only)	£1.85	£2.22
Reception Console- License (Optional Extra) If Customer LAN own PC required	£70.00	£84.00
Shared Call Appearance (Per License)	£2.00	£2.40
Softphone (Per License)	£3.00	£3.60
Toolbar (Per License)	£2.00	£2.40
Voice Mail inc call notify (Per License) <u>(4)</u>	£1.50	£1.80
30 Day Call Recording (Per License)	9.75	11.70

Telephones and Desktop Devices

	Monthly rental						Purchase	
	1 Year contract		3 Year contract		5 Year contract			
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
Handset - CISCO SPA501g (5)	£8.75	£10.50	£5.25	£6.30	£4.00	£4.80	£91.00	£109.20
Handset - CISCO SPA502g (5)	£9.50	£11.40	£5.75	£6.90	£4.25	£5.10	£99.00	£118.80
Handset - CISCO SPA508g (5)	£13.00	£15.60	£7.75	£9.30	£5.75	£6.90	£136.00	£163.20
Handset - CISCO SPA525g (5)	£24.00	£28.80	£15.50	£18.60	£10.75	£12.90	£256.00	£307.20
Expansion Module - CISCO SPA 500s - Attendant Console (BLF) (6)	£5.50	£6.60	£3.50	£4.20	£2.50	£3.00	£58.50	£70.20

Handset - Polycom IP331 (5)	£7.50	£9.00	£4.50	£5.50	£3.50	£4.20	£78.00	£93.60
Handset - Polycom IP450 (5)	£14.00	£16.80	£8.25	£9.90	£6.50	£7.80	£147.00	£176.40
Handset - Polycom IP650 (5)	£20.00	£24.00	£12.50	£15.00	£9.00	£10.80	£215.00	£258.00
14 Line Expansion Module for IP650	£13.00	£15.60	£7.75	£9.30	£5.75	£6.90	£136.00	£163.20
Conference Phone - Polycom IP6000 (5)	£43.50	£52.20	£26.25	£31.50	£19.50	£23.40	£475.00	£570.00
PC - Reception Console (7) (20)	£175.00	£210.00	£155.00	£186.00	£135.00	£162.00	N/A	N/A
ATA Option - Linksys PAP2T-UK ATA	£6.00	£7.20	£6.00	£7.20	£6.00	£7.20	£44.00	£52.80
ATA Option - Linksys SPA2102-UK ATA	£6.00	£7.20	£6.00	£7.20	£6.00	£7.20	£54.00	£64.80

Headsets and Consumables

Item Description		Charge Frequency	Charge	
			Exc. VAT	Inc. VAT
Headset	Plantronics CS70	Outright Sell as Consumable	£199.00	£238.80
	Plantronics CS70 & lifter		£209.00	£250.08
	Plantronics Blackwire C610 USB Headset		£69.00	£82.80
	Plantronics SupraPlus - Monaural Headset		£93.00	£111.60
	Plantronics SupraPlus - Binaural Headset		£113.90	£136.68
Headset Peripheral	PLX BOTTOM CORD (QD-2.5mm)		£15.00	£18.00
	Extension cable		£10.80	£12.96
	Plantronics Connection Lead (U10P)		£11.20	£13.44

Customer Service

Item Description <u>(21)</u>		Monthly Charge Per Access Line		
		Exc. VAT	Inc. VAT	
Customer Service	Business Care	DSL connection	£0.00	£0.00
	Business Care Plus	Line upgrade for DSL	£4.00	£4.80
		Etherline based connection	£0.00	£0.00
		Etherline connection Option1	£2.00	£2.40

Engineering Charges

Item Description <u>(15)</u>		Charge Frequency	One-Off Charge	
			Exc. VAT	Inc. VAT
Voice Readiness Assessment	2-9 Users (lite)	Per Instance Per Site	£429.00	£514.80
	10-19 Users (lite)		£500.00	£600.00
	20-39 Users (lite)		£571.00	£685.20
	40+ Users		Subject to quote	
Internal Move (single move) - Plus Labour Charge per Hour <u>(16)</u>		Per Instance	£69.00	£82.80
External Move (single move) <u>(17)</u>			Subject to Quote	
Customer-site cabling/single outlet (100 metre rule applies) <u>(18)</u>		Per Install	£50.00	£60.00
Customer-site cabling/double outlet (100 metre rule applies) <u>(18)</u>			£70.00	£84.00

Customer-site other engineering work		Subject to quote		
Recovery of CPE equipment - Plus Labour Charge per Hour <u>(19)</u>		Per Instance Per Site	£69.00	£82.80
Engineer site visit to install additional/replacement CPE - Plus Labour Charge per Hour			£69.00	£82.80

Moves and Changes

Item description		One-off charge	
		Exc. VAT	Inc. VAT
In-life service change	Simple change (up to 10 changes) <u>(11)</u> <u>(12)</u>	£15.00	£18.00
	Simple change (10+ changes) <u>(11)</u> <u>(13)</u>	£10.00	£12.00
	Complex change <u>(14)</u>	Subject to Quote	
	Change of handset (includes delivery)	TBC	

Lost/Damages Equipment Charge

Item Description <u>(9)</u>		One-Off Charge	
		Exc. VAT	Inc. VAT
Lost/Damaged Equipment Charge	SPA501g	Priced at Market Rate	
	SPA502g		
	SPA508g		
	SPA525g		
	SPA500s		
	Ubigate 1004		
	Linksys PAP2T-UK ATA		

	Linksys SPA2102-UK (ATA)	
	Router and other access equipment	
	PC-Attendant Console	

Training Options (see Notes 22a to 22f)

Item Description	2-9 Lines	10-19 Lines	20-29 Lines	30-39 Lines	40-99 Lines	100-199 Lines	200-499 Lines	500+ Lines
Introductory Training Overview	Subject to Quote	1 Free Training Session	1 Free Training Session	2 Free Training Sessions	3 Free Training Sessions	4 Free Training Sessions	5 Free Training Sessions	Subject to Agreement

Item description	Exc. VAT	Inc. VAT
Customer tailored course	£250.00	£300.00
Reception console	£300.00	£360.00

Early Termination Charges

Item Description	
Early cancellation of contract	50% of monthly charges on remaining contract
Contract Downgrade	25% of monthly charges on remaining contract (6)

Call Charges

	Daytime				Evening & Weekend			
	Call set-up		Call charge		Call set-up		Call charge	
	Pence per call		Pence per minute		Pence per call		Pence per minute	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
SMARTComm-to-SMARTComm	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Local	5.00	6.00	0.00(23.a)	0.00(23.a)	0.00	0.00	0.00(23.a)	0.00(23.a)
National	5.00	6.00	1.00	1.20	0.00	0.00	0.00(23.a)	0.00(23.a)
Local rate	5.00	6.00	3.00	3.60	0.00	0.00	0.00(23.a)	0.00(23.a)
National rate	5.00	6.00	6.00	7.20	0.00	0.00	0.00(23.a)	0.00(23.a)
Mobile	5.00	6.00	10.00	12.00	5.00	6.00	10.00	12.00
Other UK 'special numbers (2)	See Notes (23.b)							
International (2)	See Notes (23.b)							
International mobile (2)	See Notes (23.b)							

Notes

Notes	
(1)	Premium Site Feature Pack is default features assignable to customer site. The pack is free of charge subject to 50% of KC users have enhanced/premium user feature pack
(2)	User Feature Packs - "Basic" is a pre-configured cut-down version of the "Standard" package. "Enhanced" is a pre-configured cut-down version of the "Premium" User Package all of which are available on the SMARTComms platform.
(3)	Busy Lamp Field user feature is not available for "Basic" or "Standard" user feature packs
(4)	Voice Mail (user option) is an additional licence on "Basic" and "Standard" user packages. VM is included within the Enhanced and Premium user packages
(5)	From marketing/customer perspective, the handset rental price comes bundled with the SMART Comms Tariff Plan.
(6)	Requires SPA5xx handset & busy lamp field license
(7)	Reception Console License included. Customer is required to rent a SPA5xx handset. <i>(includes: PC, S/w application, Supraplus Monaural Headset/Bottom Cord/Extension Cable and Tech Support)</i>
(8)	Router and access equipment is bundled within the User monthly license fee
(9)	Charge on rental equipment for equipment which is not available for collection at end of contract or is damaged to the extent it cannot be refurbished
(10)	Trunking
(11)	Simple change (compared to Complex changes - see note (14) encompasses changes which generally be undertaken directly by KC personnel accessing initial platforms - HIPCOM or KC systems. Includes changes such as: (i) change of customer feature (block/unblock), (ii) Change of Site or User Add-on feature, etc.
(12)	Chargeable per transaction - single request containing up to 10 changes/transactions
(13)	Chargeable per transaction - single request containing 10+ changes/transactions
(14)	Complex changes are those requiring involvement of a KC Engineer/other third party organisation engineer AND/OR visit of a KC Field Engineer to the customer site. A 'complex change' will apply for changes other than the list of MACDs identified for 'simple changes' OR requested changes identified by Pre-Sales, Engineering and such.
(15)	Voice Readiness Testing - relates to measurement of LAN traffic performance.
(16)	Internal Moves relate to physical moves rather than programming changes and this usually requires a visit from a KC engineer. If a new extension was needed or if a socket had to be moved it would be classed as a move rather than a change. (includes visit charge). The charge is intended to be comparable for a Centrex move to retain some consistency in service offering.
(17)	External Moves relate to physical moves rather than programming changes and this usually requires a visit from a KC Engineer. The move applies to where a line is relocated within the same site but moved onto a different distribution or where a line is relocated to a completely different site. It should be recognised that "access-connection" could be either PDSL or Ethernet and the service viability/costs etc. dependent upon variables pertaining to the two respective technologies - hence the use of the standard connection charge to deal with either eventuality.

(18)	Charges are for additional/new CAT5 outlets (subject to survey/separate quote). 100 metre rule applies which is distance from patch panel to location of handset/device.
(19)	Assumes that customer has gathered all related equipment ready for collection, otherwise additional time to recover equipment will be chargeable at standard engineering rates
(20)	Headset is provided as a 1 off sell price rather than on monthly subscription. It is offered as a consumable and a NON supported item - (i.e. it is not maintained/replaced under the wider SMARTComms contract) The PC for the Reception Console can only be provided if it is NOT connected to the customers LAN
(21)	SMARTComms delivered through PDSL access comes with BusinessCare as standard which can be upgraded to BusinessCare Plus for incremental payment - this upgrade can be assigned to individual lines within the customers access bundle. SMARTComms based on fibre connections, i.e. Ethernet, are provided with BusinessCare Plus as standard at zero charge.
(22.a)	Training fees are based on courses being held in/adjacent to Hull. Other locations may require a supplementary fee, provided at time of enquiry to cater for travelling and other expenses
(22.b)	The service comes with user documentation, located on the service portal, about elements of the service (* functions, toolbar, softphone). The Introductory Overview course is intended as an alternative/supplement to these documents
(22.c)	Free training course (Upto 1 hour) before or on date of installation (10 delegates trained at same time) - at customer site or KC training facility in Carr Lane (Hull)
(22.d)	Additional introductory sessions can be provided at £150 per session - at customer site or KC training facility in Carr Lane (Hull)
(22.e)	Course tailored to specific customer requirements (covering features, toolbar, softphone, for example BUT NOT reception console) upto 2 hrs duration (up 12 delegates) - at customer site or KC training facility in Carr Lane (Hull)
(22.f)	Setup, features and usage of reception console, up to 3 hrs duration (2 delegates) - at KC training facility in Carr Lane
(23.a)	Fair Usage policy applies
(23.b)	International and International Mobile Rates as per existing Local Tariff Rates - Available here