

KCOM Local

1. Introduction

KCOM directly connected residential customers can take advantage of a range of telephony KCOM plans.

KCOM Local is a telephony package aimed at customers whose majority of calls are in the local area. Unique to the local area, almost all local calls (charge band: K) are included in the KCOM Local plan.

2. Plan features

- Voice calls to other local numbers (chargeband: K & A1) are included in the KCOM plan price (Charge band 'K').
- A monthly bundle of 60 FREE minutes to mobiles are included, to be used at the weekend evenings (Saturday and Sunday). (MB01 - MB12)

3. Plan price

KCOM Local	Monthly Rental	
	Ex VAT	Inc. VAT
Cash/Cheque	£13.75	£16.49
Direct Debit or Budget Scheme	£13.33	£15.99

KCOM plan customers can opt for a minimum contract term that is shorter than the standard contract term, for a small connection fee, as illustrated in the table below.

Minimum Contract Term	Connection Charge	
	Ex VAT	Inc. VAT
12 Months	£0.00	£0.00
9 Months	£10.00	£12.00
6 Months	£20.00	£24.00
3 Months	£30.00	£36.00
0 Months	£40.00	£48.00

4. Call plan migration

Description	Charge	
	Ex VAT	Inc. VAT
Upgrade charge between KCOM plans	£0.00	£0.00

7 days' notice is required for downward migration.

*The above charge will be waived for customers who are out of contract and resign a new contract for a further 12 months or more

5. Early termination charges

Early termination charges apply for customers ceasing their KCOM telephony 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.

Description	Monthly Early Termination Charge
	Ex VAT
KCOM Local	£1.90

6. Chargeable call information

Call charges

Calls to KCOM network customers (Band K)

Code	Type of Call / Destination	Pence Per Minute	
		At All Times	
		Ex VAT	Inc. VAT
K	Calls to KCOM network	0.00	0.00
K	ISDN data calls only	0.85	1.02

Calls to 01482 385000 (Band L).

Code	Type of Call / Destination	Pence Per Minute	
		At All Times	
		Ex VAT	Inc. VAT
L	Calls to 01482 385000	6.00	7.20

Please [click here](#) for a list of numbers in chargeband A1.

Code	Type of Call / Destination	Pence Per Minute			
		Daytime		Evening	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
A1	Calls to adjacent area	0.00	0.00	0.00	0.00
A2	Regional up to 56km (35 miles)	6.88	8.25	2.08	2.50
B	National destinations	8.75	10.50	8.75	10.50

For all ISDN data calls to 'K' and calls to A2 and B, call calculation points 3, 5 and 6 apply. [click here](#) for further details.

[Click here for details of geographic area codes.](#)

Calling Mobiles

Calls to mobile destinations will be charged at Daytime and Evening rates 7 days a week (with the exception of UK calls made to KCOM Mobile numbers, which are free of charge):

Code	Type of Call / Destination	Pence Per Minute			
		Daytime		Evening	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
MB01	Mobile Telephones	12.917	15.50	7.708	9.25
MB02	Mobile Telephones	22.292	26.75	16.042	19.25
MB03	Mobile Telephones	12.917	15.50	7.708	9.25
MB04	Mobile Telephones	12.917	15.50	7.708	9.25
MB05	Mobile Telephones	12.917	15.50	7.708	9.25
MB06	Mobile Telephones	19.375	22.25	13.750	16.50
MB07	Mobile Telephones	13.333	16.00	7.292	8.75
MB08	Mobile Telephones	12.500	15.00	10.417	12.50
MB09	Mobile Telephones	11.250	13.50	6.875	8.25
MB10	Mobile Telephones	16.042	19.25	12.500	15.00
MB11	Mobile Telephones	14.167	17.00	14.167	17.00
MB12	Mobile Telephones	11.250	13.50	11.250	13.50
MB13	Mobile Telephones	15.000	18.00	12.917	15.50
MB14	Mobile Telephones	9.792	11.75	9.792	11.75
MB15	Mobile Telephones	10.600	12.72	10.600	12.72
MB16	Mobile Telephones	9.000	10.80	9.000	10.80
MB17	Mobile Telephones	9.500	11.40	9.500	11.40

For call calculation purposes points 3, 5 and 6 apply [click here](#) for further details

For details of the MobilePlus scheme, please [click here](#).

[click here](#) to go to mobile number ranges (07xx).

7. Timebands for UK mobile calls

Daytime (peak)	Monday to Sunday, 7am-7pm
Evening (off peak)	Monday to Sunday, 7pm-7am

International calls

Calls to **international destinations** will be charged at the KCOM plan rate.

Time Periods for calls made from KCOM Local are as per below unless otherwise stated.

Daytime (peak)	Monday to Sunday, 7am-7pm
Evening (off peak)	Monday to Sunday, 7pm-7am
Weekend	Saturday and Sunday, All Day