

Ordinary Lines

1. Service description

A telephone line is installed in the customer premises, which is capable of incoming and outgoing calls.

Two call packages are available. The Local Package includes line rental and Local Calls¹. The UK National Package includes line rental and UK national geographic calls².

If the UK National option is selected, customers with multiple lines on the same number must take the UK National option on all of these lines.

For new installations the lead-time is 6 working days for business customers, from acceptance of application.

All customers receive one directory entry in ordinary type as part of their KC line rental.

¹ Applies to directly dialled calls only. Includes calls to charge bands K and A1. ISDN data calls are specifically excluded, along with calls to charge band: L. Subject to Fair Usage Policy.

² Includes directly dialled calls to 01, 02 & 03 numbers only. Local ISDN data calls are specifically excluded, along with calls to charge band: L. Subject to Fair Usage Policy.

2. Charging structure

		Connection Charge		Annual Rental	
		Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
Analogue Local Line Only	Direct Debit	£144.00	£172.80	£228.00	£273.60
	Non Direct Debit			£240.00	£288.00
Analogue UK National, Line Only	Direct Debit			£276.00	£331.20
	Non Direct Debit			£288.00	£345.60
Connection By 12 Monthly Instalments	Any Payment Method	£12.00pm	£14.40pm		

	Connection Charge		Annual Rental	
	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
Conversion from Business Superway to Analogue	£68.00	£81.60	One of above	
Conversion from ISDN2 / 2e to Analogue	£68.00	£81.60	One of above	
Installations Taken Over (no alterations) per line	£20.00	£24.00	One of above	
Ex-directory Rental per Exchange Line	£0.00	£0.00	£0.00	£0.00

Notes

1. In certain circumstances, where extensive new construction is required in order to provide a customer with telephone service, additional charges may apply.
2. The annual rental charge includes all network apparatus up to and including the Network Termination Point. An additional annual rental charge of £18.00 Ex. VAT (£21.60 Inc. VAT) (Business) will be raised where a basic telephone or a termination is provided.
3. All applications are subject to a credit check and a security deposit may be required. See separate Security Deposit booklet for further information.
4. The take-over charge is as stated above, provided that no additional work or visit is required. If additional work or a visit is required the customer will be charged the standard connection fee as shown above, and not the take-over fee.
5. When selecting UK National, the inclusive calls are not itemised on the customer's account.