

Charity Lines Not Available For New Supply

Service Description

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

There is a choice of tariffs for customers. One is a rental fee, which excludes KCOM local calls, and the other is a rental fee, which includes KCOM local calls.

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

Charging Structure

01/11/2016		Connection charge		Annual rental	
		Ex VAT	Inc. VAT	Exc. VAT	Inc. VAT
Unlimited KC local calls, Line only	Paid by direct debit / payment plan	£51.00	£61.20	£232.38	£275.26
	Paid by invoice	£51.00	£61.20	£237.48	£281.38
Measured service, Line only	Paid by direct debit / payment plan	£51.00	£61.20	£94.50	£109.80
	Paid by invoice	£51.00	£61.20	£99.60	£115.92
Installations taken over (with no alterations)		£20.00	£24.00	One of above	
<u>Installation taken over (with no alterations)</u> <u>(EYE \$)</u>		£0.00		One of above	
<u>Installation of new line (EYE \$)</u>		£0.00		One of above	
Ex-directory rental per exchange Line		£0.00			

Call Charging

Call Charges to all number categories will be as those for Residential Payphone Line and Superway Call Charges.

Notes

In certain circumstances, where extensive new construction is required in order to provide a customer with telephone service, additional charges may apply.

The annual rental charge includes all network apparatus up to and including the Network Termination Point.

All applications are subject to a credit check and a security deposit may be required. See separate Security Deposit booklet for further information.



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.

Customers wishing to operate under charity status are no longer able to submit orders for residential analogue lines.

Customers wishing to operate under charity status must show proof of their charitable status and be registered with the appropriate government body.

Charity customers ordering broadband services will benefit from any offers currently available to business customers regarding free connection to all broadband services and free or half price modems or routers.

Customers wishing to operate under charity status are no longer able to submit orders for residential broadband services.

Any other service required will be charged as per business customer charges

These conversions will be waived for those customers who simultaneously have their line xDSL enabled. § EYE means East Yorkshire Expansion area, i.e. those villages outside of KCs' original licensed area.