

Service overview

SmartComms is a hosted service that delivers to KCOM businesses a complete telephony solution. Available to businesses within the Hull area it offers an alternative to traditional telephone systems and lines. It is very scalable and is available to businesses that have as few as two or three employees through to large enterprises with thousands, and expanding to add more users is simple.

Connection charges

Item Description	One Off Charge							
	2-49 Lines		50-199 Lines		200-499 Lines		500+ Lines	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Service Connection Charge (per user)	£35.00	£42.00	£25.00	£30.00	£15.00	£18.00	£13.50	£16.20
Additional costs identified at time of installation	To be quoted as part of customer quote/proposal							

User licences

Item Description	Contract Duration	Charge Per Seat Per Month	
		Ex VAT	Inc. VAT
SmartComms Basic User	1 Year	POA	POA
	3 Year		
	5 Year		
Flexible Basic User	N/A		
SmartComms Advanced User	1 Year	POA	POA
	3 Year		
	5 Year		
Flexible Advanced User	N/A		
SmartComms Mobile User	1 Year	POA	POA
	3 Year		
	5 Year		
Flexible Mobile User	N/A		

User options

Item Description	Charge Per Seat Per Month	
	Ex 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
30 Day call Recording (Per License)	£6.00	£7.20
CRM Connect (Per License)	£6.00	£7.20
Mobile Office for Computer (Per License)	£4.00	£4.80
Mobile Office for iPad (Per License)	£2.00	£2.40
UC Office Business	£4.90	£5.88
UC Office Team	£9.90	£11.88

Site options

Item Description		Charge Per Site Per Month	
		Ex VAT	Inc. VAT
Premium Site Feature Pack (1)		£0.00	£0.00
Site Feature (Optional Extras)	1 st Auto Attendant	FOC	FOC
	2 nd and subsequent Auto Attendant	£9.00	£10.80
	SIP Trunk Channel	£4.75	£5.70
	SIP Trunk Basic User	£0.30	£0.36
	Call Centre ACD	£14.00	£16.80
	Call Centre ACD Plus	£5.00	£6.00
	Call Centre Wallboard	£10.00	£12.00
	Hunt Group Plus	£6.00	£7.20

Telephones and desktop devices

	Monthly Rental					
	1 Year Contract		3 Year Contract		5 Year Contract	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Cisco Devices *23						
ATA Option – Cisco SPA112	£5.50	£6.60	£3.50	£4.20	£2.50	£3.00
Polycom Devices *23						
Handset – Polycom VVX301	£11.25	13.40	£6.50	£7.80	£4.75	£5.60
Handset – Polycom VVX411	£15.25	18.20	£9.00	£10.80	£6.75	£8.00
Handset – Polycom VVX601	£22.25	26.60	£13.00	£15.60	£9.75	£11.60
Conference Phone - Polycom IP5000	£32.50	£39.00	£18.75	£22.50	£14.00	£16.80
Yealink Devices *23						
Handset – Yealink T42G	£10.00	£12.00	£5.75	£6.80	£4.25	£5.00
Handset – Yealink T46G	£16.25	£19.40	£9.50	£11.40	£7.00	£8.40
Handset – Yealink T48G	£21.75	£26.00	£12.50	£15.00	£9.50	£11.40
Expansion Module: EXP40	£10.25	£12.20	£6.00	£7.20	£4.50	£5.40
DECT – Yealink W52P	£12.50	£15.00	£7.50	£9.00	£5.25	£6.20
DECT – Yealink DECT Repeater	£13.50	£16.20	£8.00	£9.60	£6.00	£7.20
Miscellaneous Devices						
PC - Reception Console (7) (20)	£175.00	£210.00	£155.00	£186.00	£135.00	£162.00

Note: All telephone devices are available on a purchase outright option

SmartComms smalloffice

		Connection		Single Charge per Month		Charge per seat per Month	
Item Description	Contract Duration	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
SmartComms SmallOffice User	1 Year	£36.00	£43.20	FOC	FOC	£18.00	£21.60
	2 Year			FOC	FOC	£13.00	£15.60
	3 Year			FOC	FOC	£11.00	£13.20
SmartComms SmallOffice + Unlimited National Call	1 Year			£7.00	£8.40	£19.50	£23.40
	2 Year			£7.00	£8.40	£14.50	£17.40
	3 Year			£7.00	£8.40	£12.50	£15.00
Additional costs identified at time of installation		To be quoted as part of customer quote/proposal					

SmallOffice bolt-ons

	Monthly Rental			
	1 Year Contract		2 Year Contract	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
SmallOffice Handset Upgrade	£8.00	£9.60	£5.00	£6.00
SmallOffice ATA	FOC	FOC	FOC	FOC
SmallOffice Reception Package	£19.00	£22.80	£14.00	£16.80
SmallOffice DECT	£2.00	£2.40	£1.50	£1.80
SmartComms SmallOffice Mobile User	£3.00	£3.60	£3.00	£3.60

Headsets and consumables

Item Description		Charge	
		Ex VAT	Inc. VAT
	Plantronics Black wire 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
	Panasonic KX-UT113/123 Wall Bracket	£13.00	£15.60
	Panasonic KX-UT133/136 Wall Bracket	£13.00	£15.60
	Yealink W52H DECT Phone	£60.00	£72.00
	Yealink Bluetooth Adaptor BT40	£40.00	£48.00
	Yealink Electronic Hookflash	£45.00	£54.00

Customer service

Item Description (21)			Monthly Charge Per Access Line	
			Ex VAT	Inc. VAT
Customer Service	BusinessCare	DSL connection	£0.00	£0.00
	BusinessCare 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 (15)		Charge Frequency	One-Off Charge	
			Ex 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 (16)		Per Instance	£100.00	£120.00
External Move (single move) (17)			Subject to Quote	
Customer-site cabling/single outlet (100 metre rule applies) (18)		Per Install	£50.00	£60.00
Customer-site cabling/double outlet (100 metre rule applies) (18)			£70.00	£84.00
Customer-site other engineering work			Subject to quote	
Recovery of CPE equipment - Plus Labour Charge per Hour (19)		Per Instance Per Site	£100.00	£120.00
Engineer site visit to install additional/replacement CPE - Plus Labour Charge per Hour			£100.00	£120.00

Moves and changes

Item Description		One-Off Charge	
		Ex VAT	Inc. VAT
In-life service change	Simple Change (upto 10 changes) (11) (12)	£15.00	£18.00
	Simple Change (10+ changes) (11) (13)	£10.00	£12.00
	Complex Change (14)	Subject to Quote	
	Change of Handset (includes delivery)	TBC	

Number management

	Set-Up Charge		Annual Rental	
	Exc. VAT	Inc. VAT	Exc. VAT	Inc. VAT
SmartComms Number Break-Out	£12.00	£14.40	£18.00	£21.60
Non-geographic number import (Per number)	£50.00	£60.00	£0.00	£0.00

Lost/Damaged equipment charge

Item Description (9)		One-Off Charge	
		Ex VAT	Inc. VAT
Lost/Damaged Equipment Charge	Cisco SPA5xx Telephones	Priced at Market Rate	
	Polycom IPxxx Telephones		
	Panasonic UT1xx Telephones		
	Yealink Telephones		
	Cisco SPA112 UK ATA		
	Cisco SPA122 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	Ex VAT	Inc. VAT
Customer Tailored course	£250.00	£300.00
Reception Console	£300.00	£360.00
System Administration (Compulsory for Customer Access)	£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)

End of New Sale - Telephones and desktop devices

	Monthly Rental					
	1 Year Contract		3 Year Contract		5 Year Contract	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Cisco Devices *23						
Handset - CISCO SPA501g (5)	£9.00	£10.80	£5.25	£6.30	£4.00	£4.80
Handset - CISCO SPA502g (5)	£11.00	£13.20	£6.25	£7.50	£5.00	£6.00
Handset - CISCO SPA504g (5)	£13.50	£16.20	£8.00	£9.60	£6.00	£7.20
Handset - CISCO SPA508g (5)	£15.00	£18.00	£9.00	£10.80	£6.75	£8.10
Handset - CISCO SPA525g (5)	£25.00	£30.00	£14.50	£17.40	£10.75	£12.90
Expansion Module - CISCO SPA 500s - Attendant Console (BLF) (6)	£6.50	£7.80	£3.75	£4.50	£2.75	£3.30
ATA Option -- Cisco SPA122	£6.75	£8.10	£4.25	£5.10	£3.00	£3.60
Handset - Polycom IP331 (5)	£7.50	£9.00	£4.50	£5.50	£3.50	£4.20
Handset - Polycom IP450 (5)	£14.00	£16.80	£8.25	£9.90	£6.50	£7.80
Handset - Polycom IP650 (5)	£20.00	£24.00	£12.50	£15.00	£9.00	£10.80
14 Line Expansion Module for IP650	£13.00	£15.60	£7.75	£9.30	£5.75	£6.90
14 Line Expansion Module for IP650	£13.00	£15.60	£7.75	£9.30	£5.75	£6.90
Handset – Polycom VVX300	£11.25	13.40	£6.50	£7.80	£4.75	£5.60
Handset – Polycom VVX400	£15.25	18.20	£9.00	£10.80	£6.75	£8.00
Handset – Polycom VVX500	£22.25	26.60	£13.00	£15.60	£9.75	£11.60
Polycom VVX Expansion – Colour	£14.75	£17.70	£8.75	£10.50	£6.50	£7.80
Polycom VVX Expansion - Paper	£7.00	£8.40	£4.00	£4.80	£3.00	£3.60
Handset – Panasonic	£8.25	£9.80	£4.75	£5.60	£3.00	£3.60

KX-UT113						
Handset – Panasonic KX-UT123	£9.00	£10.80	£5.25	£6.20	£3.50	£4.20
Handset – Panasonic KX-UT133	£12.75	£15.20	£7.25	£8.60	£4.75	£5.60
Handset – Panasonic KX-UT136	£15.00	£18.00	£9.00	£10.80	£6.25	£7.40
Handset – Yealink T41P	£10.00	£12.00	£5.75	£6.80	£4.25	£5.00

Call charges

SC01	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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex 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	0.00	0.00	0.00	0.00	0.00
National	5.00	6.00	1.00	1.20	0.00	0.00	0.00 (23.a)	0.00 (23.a)
Mobile (24)	5.00	6.00	10.00	12.00	5.00	6.00	10.00	12.00
Other UK 'Special Numbers	See Notes (23.c)							
International	See Notes (23.b)							
International Mobile	See Notes (23.b)							

SC02	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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
SmartComm-to-SmartComm	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Local	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National	5.00	6.00	1.00	1.20	0.00	0.00	0.00 (23.a)	0.00 (23.a)
Mobile (24)	5.00	6.00	10.00	12.00	5.00	6.00	10.00	12.00
Other UK 'Special Numbers	See Notes (23.c)							
International	See Notes (23.b)							
International Mobile	See Notes (23.b)							

SC03	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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
SMARTComm-to-SMARTComm	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Local	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National	0.00	0.00	0.90	1.08	0.00	0.00	0.90	1.08
Mobile (24)	0.00	0.00	9.00	10.80	0.00	0.00	9.00	10.80
Other UK 'Special Numbers	See Notes (23.c)							
International	See Notes (23.b)							
International Mobile	See Notes (23.b)							

SC04	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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
SMARTComm-to-SMARTComm	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Local	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National	0.00	0.00	0.80	0.96	0.00	0.00	0.80	0.96
Mobile (24)	0.00	0.00	8.00	9.60	0.00	0.00	8.00	9.60
Other UK 'Special Numbers	See Notes (23.c)							
International	See Notes (23.b)							
International Mobile	See Notes (23.b)							

SC05	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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
SMARTComm-to-SMARTComm	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Local	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National	0.00	0.00	0.70	0.80	0.00	0.00	0.70	0.80
Mobile (24)	0.00	0.00	7.00	8.40	0.00	0.00	7.00	8.40
Other UK 'Special Numbers	See Notes (23.c)							
International	See Notes (23.b)							
International Mobile	See Notes (23.b)							

SC022	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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
SmartComm-to-SmartComm	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Local	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
National	10.00	12.00	1.00	1.20	10.00	12.00	1.00	1.20
Mobile (24)	5.00	6.00	10.00	12.00	5.00	6.00	10.00	12.00
Other UK 'Special Numbers	See Notes (23.c)							
International	See Notes (23.b)							
International Mobile	See Notes (23.b)							

Notes	
(1)	Premium Site Feature Pack is default features assignable to customer site. The pack is free of charge subject to 50% of KCOM users have enhanced/premium user feature pack
(2)	SmartComms License provides the functionality of a basic license, Upgrading to Standard+, Enhanced or Premium requires the additional bolt-on charge to be applied
(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 KCOM personnel accessing initial platforms - HIPCOM or KCOM 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 KCOM Engineer/other third party organisation engineer AND/OR visit of a KCOM 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)	<p>Internal Moves relate to physical moves rather than programming changes and this usually requires a visit from a KCOM engineer.</p> <p>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).</p> <p>The charge is intended to be comparable for a Centrex move to retain some consistency in service offering.</p>
(17)	<p>External Moves relate to physical moves rather than programming changes and this usually requires a visit from a KCOM 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.</p>
(18)	<p>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.</p>
(19)	<p>Assumes that customer has gathered all related equipment ready for collection, otherwise additional time to recover equipment will be chargeable at standard engineering rates</p>
(20)	<p>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</p>
(21)	<p>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.</p>
(22.a)	<p>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</p>
(22.b)	<p>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</p>
(22.c)	<p>Free training course (Upto 1 hour) before or on date of installation (10 delegates trained at same time) - at customer site or KCOM training facility in Carr Lane (Hull)</p>
(22.d)	<p>Additional introductory sessions can be provided at £150 per session - at customer site or KCOM training facility in Carr Lane (Hull)</p>
(22.e)	<p>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 KCOM training facility in Carr Lane (Hull)</p>
(22.f)	<p>Setup, features and usage of reception console, upto 3 hrs. duration (2 delegates) - at KCOM training facility in Carr Lane</p>
(23)	<p>Devices are also available on a purchase outright option. Devices sold outright are covered by the manufacturer's warranty only</p>
(23.a)	<p>Fair Usage policy applies</p>
(23.b)	<p>International and International Mobile Rates as per existing Local Tariff Rates -</p>
(23.c)	<p>Service Number Rates</p>
(24)	<p>Price applies to mobile tariffs MB01,MB03,MB04,MB05,MB06,</p>