



## General Notices

These notes are for guidance and not part of the conditions on which KCOM provides service. In any conflict between these notes and those conditions, the latter shall prevail.

### Announcement of Changes to Call Charge Rounding

#### Call charges:

From 1<sup>st</sup> July 2022 we are following the Telecoms industry standard practices and changing the way we cost our calls to round to the next whole minute for customers on Analogue, ISDN 2, ISDN 30, SmartComms and SIP.

Your calls will be costed in line with the following policy from July 1<sup>st</sup> 2022;

- Subject to a set up charge per call
- Timed to the next whole minute
- Total call charges will be rounded to the next whole penny

Pence per minute rates and call set up fees for UK geographic and UK mobile calls will remain the same. Inclusive calls as part of a call bolt on are not affected.

#### Analogue, SIP, ISDN2 and ISDN30:

For customers on Analogue, ISDN2 and ISDN30 on a Basic or Basic plus. For more information on your pence per minute rates and call set up fees please go to the following link;

[http://pricing.kcomhome.com/media/1389/p14-s03\\_bus\\_call\\_charges.pdf](http://pricing.kcomhome.com/media/1389/p14-s03_bus_call_charges.pdf)

If you are a SIP customer any out of bundle minutes will be charged at our Basic rate. Please visit the above link to find out more information.

#### SmartComms:

For SmartComms customers your pence per minute rates and call set-up charges can be viewed on the following link;

[http://pricing.kcomhome.com/media/1100/p14-s38\\_smartcomms-call-charges.pdf](http://pricing.kcomhome.com/media/1100/p14-s38_smartcomms-call-charges.pdf)

### Announcement of Changes to ADSL Broadband

#### ADSL Broadband

From 1<sup>st</sup> July 2022 we will be increasing the price of our business ADSL products by 20%. The change to our pricing comes as we work towards shutting down our legacy copper network and further our efforts to bring you the best possible connectivity experience with our award-winning Fibre To The Premise network.

The below table is an example of how this will affect our ADSL business tariffs.

ADSL Tariff	Price per month pre 1 <sup>st</sup> July 2022	Price increase	Price per month post-1 <sup>st</sup> July 2022
<b>Bronze Plus</b>	£25.00	20%	£30.00
<b>Office Unlimited Basic Bronze</b>	£56.00	20%	£67.20



## Abortive Work

Where an application for service is cancelled KCOM may charge the customer the amount which would have been payable for the minimum period of service at the rate in force when the work was rendered abortive. Where this is not ascertainable, an amount in relation to the cost of the work may be calculated.

## Connection Charge

A connection charge is payable in respect of any provision of telecommunications service (whether or not such provision involves the connection of apparatus); and any connection (whether direct or indirect) of a private attachment.

## Rental Charge

### How Rental Charges are calculated

Rental Charges may be either:

A recurring fixed charge for a specified period of time (for example - monthly, quarterly or annual charges)

Calculated on the basis of a daily rate, and billed at the agreed billing period frequency (for example - monthly, quarterly or annually)

The basis for the rental charge will be defined in the contract for services agreed between KCOM and the customer.

### Full Period Billing:

Rental charges are billed in advance and are charged from the first day of each billing period. Charges are calculated as follows:

If the rental is a recurring fixed charge (e.g. monthly) the charge will be the same irrespective of the number of days in the billing period.

If the rental is calculated on the basis of a daily rate the following formula is used to calculate the charge for the billing period.

$$\text{Charge} = \frac{\text{(Annual Rental Charge)}}{\text{(Number of days in that year)}} \times \text{(Number of days in the billing period)}$$

### Part Period Billing:

Customers who take up service in the middle of a billing period will be charged in arrears for the service from the service start date until the next billing date. Charges are calculated as follows:

If the rental is a recurring fixed charge the customer will be charged the appropriate pro-rata rate calculated by the following formula:

$$\text{Charge} = \frac{\text{(Charge for full billing period)}}{\text{(Number of days in the billing period)}} \times \text{(Number of service days in the billing period)}$$

If the rental is calculated on the basis of a daily rate the following formula is used to calculate the charge for the part period.

# KCOM

Charge =  $\frac{\text{(Annual rate)}}{\text{(Number of days in that year)}} \times \text{(Number of service days in the billing period)}$

Where the part period occurs at the end of the customer contract then the formula used to calculate the charges due is as above

## Removals of Connecting Points

Where a customer applies for the removal within the same set of premises, alteration, or substitution of a service connecting point, KCOM may require the customer to give notice that he wishes to cease being provided with service by means of his existing connection point and to make a fresh application for service. Where KCOM accedes to the customer's request, the charge may be calculated according to man hour rates.

## Take-over Charge

Where KCOM provides telecommunication services at premises at which it was previously provided for another customer without any alteration to the means of provision of service, KCOM may require the customer to pay the applicable take-over charge.

## Value Added Tax

All charges are subject to Value Added Tax (VAT) at the current rate. With the exception of charges for calls from Coinbox telephone lines and Payphones, charges quoted exclude VAT which is added to the customer's bill as a separate item.

Columns in this manual which are headed 'Inc. VAT' show the cost inclusive of VAT, rounded up to the nearest whole penny or part, to help customers estimate total costs of the equipment and services. They are based upon the current rate of tax of 20%.

## Out of Normal Hours Working

Where a customer requests KCOM to carry out work to provide telephone service outside KCOM normal working hours, the customer shall pay a charge for the work calculated by reference to KCOM applicable man hour rate.

## Obsolescent/ Discontinued

Products identified as obsolescent, discontinued or abbreviated OBS in this manual are not available for new supply. The price list should not be regarded as giving a definitive list of such products.

## Administration Charges

Description	Charge
*Late Payment Fee (Business)	£10.00

Description	Exc. VAT	Inc. VAT
Administration fee for uncleared cheques or failed direct debits.	£20.00	£24.00
Referral fee for transfer to debt collection agencies	£21.28	£25.54



**\*For business customers only, KCOM may also charge interest on any amounts that are not paid by the due date for payment.**

## Wiring Maintenance

Any additional sockets fitted to customers' premises will have a 12 month wiring maintenance warranty. If a customer moves premises whilst the maintenance agreement is valid, then this service is not carried forward to the new premises. This will apply to all customers who have additional analogue or ISDN lines fitted by KCOM.

## Additional Hull White Pages Entry

This charge applies if a KCOM Residential customer requires an additional entry in the Hull White Pages.

	Ex. VAT	Inc. VAT
Additional entry in the Hull White Pages	£25.00	£30.00

## Change of Contract Name Charge

This charge applies if a customers' name is changed by request.

	Ex. VAT	Inc. VAT
Change of Contract Name	£0.00	£0.00

## Interest Charges for Late Payment

KCOM may charge interest on any amounts that a business customers has failed to pay by the due date for payment. Interest will be charged at a rate equal to 4% above the base lending rate of The Royal Bank Of Scotland Plc, as varied from time to time. These interest charges will apply from the due date for payment up the date on which the relevant amount is paid by the business customer.

## Unlimited KC Local Calls Package - Fair Usage Policy

Business Customers making use of any Unlimited KC Local Calls package, regardless of line type, will be provided such a service in accordance with the fair usage policy set out below:

1. Customers must not exceed an average of 3000 local calls per line.
2. Customers must not exceed an average call duration of 600 seconds.

These conditions will be measured on a per customer basis and will be measured over each calendar month.

This fair usage policy has been imposed to maintain a fair service of high quality to any customer wishing to make unlimited local calls for a one off annual fee.

In the event of either of the terms outlined being exceeded, KCOM reserves the right to notify the customer and terminate the unlimited KC local calls tariff against all lines held by that customer.

This policy applies to Business customers only.

Local call charges from that point forth shall be charged at the standard rate for your tariff.



## Ringling Equivalent Number (REN)

Every telephone has a Ringling Equivalent Number (REN) - most have a REN value of 1. (This can usually be checked by looking at the equipment base).

The total REN value of the equipment connected to a KCOM line should not exceed 4. Exceeding 4 may impede the quality of service received and may result in customers equipment not working correctly.

It should be noted that although most standard phones have a REN Value of 1, some fax machines, answer machines and modems may have high REN values. Customers should check what equipment they have connected to ensure the overall value does not exceed 4.

## How call charges are calculated for dialled calls

The price we charge you for calls is dependent upon the following:

- Day of the week (e.g. weekday and weekend).
- Time of day.
- Dialled destination.
- Duration.
- Minimum call charge, call set up fee or per call charge where applicable.
- Usage discounts or other discounts where applicable.

Your calls will be costed in line with the following call calculation policy;

- Subject to a set up charge per call
- Timed to the next whole minute
- Total call charges will be rounded to the next whole penny

For details of the call set up charge amount please refer to the below;

Call calculation charges for Analogue, ISDN and SIP can be found on our pricing page here:

[http://pricing.kcomhome.com/media/1389/p14-s03\\_bus\\_call\\_charges.pdf](http://pricing.kcomhome.com/media/1389/p14-s03_bus_call_charges.pdf)

Call calculations charges for Smartcomms can be found on our pricing page here:

[http://pricing.kcomhome.com/media/1100/p14-s38\\_smartcomms-call-charges.pdf](http://pricing.kcomhome.com/media/1100/p14-s38_smartcomms-call-charges.pdf)

The call calculation policy for any legacy products not referenced above has not changed and remains in accordance with the below:

1. These calls are timed to the next second
2. These calls are subject to a 7.20p minimum call charge (Including VAT)
3. Total call charges are rounded to the next whole penny (Excluding VAT)
4. These calls are subject to a 4.80p minimum call charge (Including VAT)
5. These calls are timed to the next whole minute
6. These calls are subject to a 15p set up charge (Excluding VAT)

## Call Bundling

Calls are allocated to a bundle period using the call registered date, this is the date a call is registered on the billing system. If for any reason there is a delay in registering a call on the billing system, that call may appear in a bundle period different to the period in which the call was made.



The call bundle period is the same as the call period shown within the Your Calls section of the bill.

## Paper-Free Billing

Paper-free billing is available to any customer on a residential telephony tariff. Registration for online billing is via [www.register.kc.co.uk/](http://www.register.kc.co.uk/) or by calling our Customer Services team on 01482 602555.

Any customer that does not have access to the internet can register for paper-free billing by contacting our Customer Services team on 01482 602555. Registration for paper-free billing, without internet access, is subject to payment by Direct Debit or Budget Scheme only and acceptance that the customer waives any right to receive a bill. Account balance information will be available by calling 01482 602555. Copy bills can be provided on request, at a charge of £5.75 Inc. VAT per bill.

The discount is £0.50p Inc. VAT per line, per month and will be applied as a bill credit to the next or subsequent bill produced after registration. Registration must be completed at least 2 weeks prior to the next bill date to take effect on the next bill.

Customers who change from paper to paper-free billing or from paper-free to paper billing more than twice during any 12 month period, will not be eligible for the discount. In such circumstances, subscription to paper-free billing for a continuous period of 6 months is required in order to receive the discount.

## Data Guidance Information relating to ADSL and Fibre Internet Connections

- KCOM's Definition of a KB is 1024 bytes, MB is 1024<sup>2</sup> bytes and a GB 1024<sup>3</sup> bytes
- KCOM's systems will round any additional data over usage up to the next whole Gb e.g. if the customer had an inclusive allowance of 20Gb and used 21.4GB, the additional usage would be 1.4Gb but we would round it up to the nearest Gb so the charge to the customer would be for 2GB extra.
- KCOM's Download is when any device connected to your router copies data from one computer system over the Internet. This includes accessing webpages, streaming, viewing content online and any system updates required.
- Upload is where data is copied from any devices connected to your router to another computer system over the Internet. This includes social media updates, online storage and messaging, back-ups.
- Any retransmitted packets will be counted towards your data usage.
- KCOM reserves the right to calculate data usage based on the data that travels over the network in both directions download and upload. Any data used in the establishment or maintenance of the connection is not counted. Any content which is viewed, accessed or processed by the end user is counted. The measurement of which may differ from the data the end-user's device consumes and from the data usage reported by the device.
- Whether data is encrypted or not, it is counted as usage data as are the headers on each packet.
- All downloaded or uploaded data is considered chargeable data.
- If the customer exceeds their package data limit in the relevant period, they will be charged an amount for each GB, or any part thereof as defined in the rounding rules above. The cost per GB of additional usage is detailed in the product information in the Price Manual. The over usage is itemised and charged on the customer's next bill.

## Call Itemisation

The details of any chargeable calls not itemised on your bill are available free of charge on request.