

Centrex

Service description

Centrex provides business customers with a fully managed telephony solution that can enhance or replace their traditional telephone system.

As Centrex is a managed service, all calls must be carried and connected by. Customers wishing to use alternative operators for calls must consider an alternative solution to Centrex.

Extension equipment

A customer can connect the following equipment on Centrex extensions:

Any approved MF (tone-dialing) telephone, feature phone, fax machine, answering machine, etc., with timed-break recall

Approved modems for data calls

The Centrex attendant console

The connection of same site PBXs or other switching devices to Centrex extensions is not permitted.

Supplementary services

The following features are included in the standard pricing for Centrex service:

Call Transfer

Call Divert - on no reply /on busy

Call Waiting

Three Party Conference

Call Pick Up (Group)

Ring Back

Reminder / Alarm Call

Last Number Redial

Optional features - on request, these can be provided free of charge

Centrex Hotline (non-dialled connection)

Centrex Warm Line (delayed Hotline)

Centrex Hunt Groups, with optional bypass numbers

Other services

Calling Line Identity Withhold, Socket Conversion, Alternatively Routed Centrex lines, Restriction of service at customer's request, KCOM Discount Schemes, Ceased Number Interception are all available at standard KCOM published prices in association with Centrex.

Customer training is available for Centrex. Please contact the Sales office for details.

PABX and Centrex integration

Customers PBXs can be integrated into a Centrex solution managed by KCOM, via a DPNSS (Private Circuit). The circuit will carry DPNSS signalling, and the customer switch must therefore support this signalling. The customer will be responsible for the cost of procurement, installation, and maintenance of a 30 channel DPNSS interface card on his switch.

KCOM will provide the digital circuit in accordance with the appropriate tariff set out in the **Private Circuit** section.

Charging structure

Tariffs for Centrex include a one-off connection charge per extension, plus a monthly rental per extension.

Exchange lines for Centrex extensions are provided on a 1:1 ratio. The connection and rental charges for these lines are included in the Centrex connection and rental charges.

Additional charges apply for features and equipment not included in the connection and rental charges.

Bands (No. Lines)	Connection		Monthly Rental Per Line							
	Per Line		1 Year		3 Year		5 Year		7 Year	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
2 - 9	£47.00	£56.40	£22.00	£26.40	£21.00	£25.20	£20.00	£24.00	N/A	
10 - 29	£37.00	£44.40	£19.50	£23.40	£16.42	£19.70	£16.00	£19.20	N/A	
30 - 99	£26.50	£31.80	£18.25	£21.90	£15.50	£18.60	£15.00	£18.00	N/A	
100 - 199	£16.50	£19.80	£17.00	£20.40	£14.25	£17.10	£13.75	£16.50	N/A	
200 - 499	£14.00	£16.80	£16.00	£19.20	£13.25	£15.90	£12.75	£15.30	N/A	
500 - 999	£14.00	£16.80	£14.25	£17.10	£11.75	£14.10	£11.25	£13.50	N/A	
1,000 - 2,499	£14.00	£16.80	£13.00	£15.60	£11.00	£13.20	£10.50	£12.60	£9.75	£11.70
2,500 - 3,999	£14.00	£16.80	N/A		N/A		£9.75	£11.70	£9.25	£11.10
4,000+	£14.00	£16.80	N/A		N/A		N/A		£8.75	£10.50

Public sector customers benefit from a £1.00 Exc. VAT (£1.20 Inc. VAT) per month discount to the above monthly line rental charges.

	Rental per Month	
	Ex VAT	Inc. VAT
Centrex Analogue Circuit	£7.25	£8.70

	One Off Charge	
	Ex VAT	Inc. VAT
Data Build Charge	£13.00	£15.60

	One Off Charge	
	Ex VAT	Inc. VAT
Installation taken over (with no alteration) per line	£20.00	£24.00

There is no connection charge associated with this product.

Notes

- a) Prices do not include telephone apparatus and CPE wiring.

	Charge
Initial CPE Wiring	POA - Subject to Survey

Definitions



Exchange line: For the purposes of Centrex exchange lines and extensions are considered to be one and the same, and will only be provided on a 1:1 ratio.

Extension: A port, presented at the network termination point (NTP) from which the customer can wire to a line jack unit (LJU) serving a telephone handset or similar device.

Conversion from Centrex to ISDN

The following charges are incurred when converting from Centrex to ISDN:

Change of tariff fee + Conversion of Analogue to ISDN fee. Any additional work or moves will be charged at the full appropriate installation cost for ISDN. Appropriate rental charges apply. Retention of Centrex numbers will incur the relevant 'number break out' charges.

Conversion from Centrex to analogue

The following charge is incurred when converting from Centrex to analogue:

Change of tariff fee. Any additional work or moves will be charged at the full appropriate installation cost for Analogue. Appropriate rental charges apply. Retention of Centrex numbers will incur the relevant 'number break out' charges.

Contractual initial period

Contracts for Centrex are available with Initial Periods of one, three, and five years.

Cancellation - one-year contracts

Customers who cancel within the first year will be charged for all outstanding rentals to the end of the Initial Period.

Cancellation - three and five-year contracts

Customers with three and five year contracts who cancel within one year will be charged for all outstanding rentals to the end of the first year, plus 50% of the contract value from the end of the first year to the end of the Initial Period.

Customers with three and five year contracts who cancel after the first year will be charged for all outstanding rentals to the end of the that year, plus 50% of the contract value from the end of that year to the end of the Initial Period.

Internal moves



Internal Moves relate to physical moves rather than programming changes and this usually requires a visit from a KCOM engineer. 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.

KCOM will charge the standard rate up to 15m and above 15m subject to survey.

Internal Move	Charge	
	Ex VAT	Inc. VAT
Price per move (up to 15m):	£117.00	£140.40

Note: Includes the visit charge and any work to takeover and/or convert an ordinary business line to a Centrex line.

External moves

External Moves relate to physical moves rather than programming changes and this usually requires a visit from a KCOM engineer. The move applies 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 and/or is served from a different exchange.

External Move	Charge>	
	Ex VAT	Inc. VAT
Price per move, per line>	£117.00	£140.40

Note: Prices are calculated using the following elements:

Price per move for each line as above + Connection Fee, which is dependent on the number of lines the customer has - see 'Charging Structure, Connection per line' for the fee. As standard rental fees apply to all lines. The fee depends on the number of lines and the contract period the customer has agreed. See 'Charging Structure, Monthly Rental per Line' for the charge.

Reconfiguration

Changes refer to programming changes that a customer may need, for example, hunt groups, bypass numbers, multiple pick-up groups, re-numberings, remote diversions, abbreviated dialling numbers or outgoing call barring adding to a line.

The charge given below is applied on a per event basis for any programming changes to a customer's Centrex service.

The customer is allotted an initial period of one month after ready for service date free of charge for changes, after which, all events become chargeable at the tariff below.

Number break-out

	Set-Up Charge		Annual Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Centrex Number Break-Out*	£12.00	£14.40	£18.00	£21.60

*Applies Per Number

Price (per Event):

No. of Events	Charge	
	Ex VAT	Inc. VAT
1-2	£16.50	£19.80
3-10	£11.00	£13.20
11-20	£5.50	£6.60
21 +	£2.25	£2.70

Maintenance charges

KC BusinessCare is offered for all KC Centrex lines at no extra cost and offers a 10 working hour time to repair, where working hours are defined as a period of one hour occurring between 8.00am and 6.00pm, Monday to Saturday, except Public Holidays.

Alternatively, KC Centrex customers may prefer fuller cover by subscribing to the **KC BusinessCare Plus** service, which offers a target 5-clock hour fault repair for a quarterly rental charge. BusinessCare Plus operates 24 hours per day, 7 days per week including Public Holidays..

Billing options

At no additional charge the following options are available to Centrex customers:

- Monthly (Quarterly available) billing
- Itemisation of calls
- Single, multiple or summary bills available
- Invoice collection.

CIL (call statistics)

CIL (Call Statistics)	Connection		Monthly Rental Per Site	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Option 1 *	£315.00	£378.00	£27.00	£32.40

*Option 1 is available to customer sites who have a compatible call management (logging) system.

Equipment charges

The following equipment can be supplied on payment of additional charges:

Operator Console	Connection		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Attendant console - No Longer Available For New Supply	£265.00	£318.00	£54.00	£64.80

Note: This includes ISDN access line and terminal adapter.

	One-Off Charge	
	Ex VAT	Inc. VAT
Line Restore / Removal of TOS	£20.00	£24.00

Apparatus

Type of Telephone / Featurephone		Monthly Rental Per Unit					
		1 Year		3 Year		5 Year	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Ascom Berkshire TeamLink (TL10)	Not available for new supply	£10.00	£12.00	£6.50	£7.80	£4.00	£4.80
Ascom Berkshire TeamLink (TL24)		£15.00	£18.00	£7.50	£9.00	£4.50	£5.40
Ascom Berkshire TeamLink (TL44)		£20.00	£24.00	£9.50	£11.40	£5.50	£6.60
Additional TeamLink Controllers (TLC)		£2.50	£3.00	£2.50	£3.00	£1.50	£1.80

Removal Charge	Ex VAT	Inc. VAT
Per unit, removal charge	£35.00	£42.00

Notes:

1. The pricing for TL10, TL24 & TL44 includes the price of 1 x TeamLink Controller (TLC).
2. The TL24 and TL44 may require an additional TeamLink Controller dependent on the number of lines to be monitored.
3. Early termination - if a customer wishes to terminate the use of a TL unit prior to the end of their initial contract period, and provided that they are not faulty, such termination will incur the charge detailed above, per unit removal charge.