

Social Access Package

1. Service description

KCOM Social Access Package is designed for residential customers in receipt of certain financial support payments.

It includes 20 inclusive local geographic calls per month and 60 minutes of calls to numbers beginning 084 or 087.

Once this inclusive allowance has been used, calls are charged until a total spend of £10 is reached. This means customers pay a maximum of £10 a month for calls, subject to a fair usage policy which can be viewed in the General Notices [here](#).

Caller Display is included for free. See [here](#) for more details of this service.

Reject Withheld Numbers is included for free. See [here](#) for more details of this service.

The primary methods of payment for this package are Direct Debit or KCOM Budget Scheme however other payment methods such as cash or cheque may be accepted on agreement with KCOM. Customers are billed monthly.

2. Eligibility Criteria

This service is available to care home residents, Lifeline customers who are referred to us via Social Services, or customers in receipt of one of the following financial support packages:

- Income Support
- Pension Credit
- Job Seekers Allowance
- Housing Benefit
- Personal Independence Payment
- Attendance Allowance
- Universal Credit, with zero earnings

In order to qualify, the person whose name is on the telephone bill **MUST** be the person who qualifies as above.

Proof of financial support/ care home residency / Lifeline status must be provided with all applications. Proof of UK residency may also be required.

Eligibility Reviews

A periodic review may be undertaken to ensure customers are still in receipt of financial assistance. Any customer who is no longer eligible will be automatically migrated to KCOM Local, unless an alternative KCOM package is requested by the customer. Notice will be given of this change in writing. Following this, a customer will be required to remain on a KCOM plan for a minimum period of 3 months before re-applying for the Social Access Package.

3. Restrictions

The following customers are ineligible for this service:

- If you have telephone service from another supplier either directly or indirectly.
- If you have more than one line at the same or different premises. (If you have a second line because you are responsible for paying the telephone bill for a relative, they may be eligible)
- If your line is an ISDN line
- If your line is used exclusively in connection with a burglar alarm or other monitoring services.
- If you have ceased and service re-provided in the last 3 months.
- If your service has been restricted because you owe KCOM money.
- If you fail to provide proof of your eligibility (i.e. documentation confirming you are currently in receipt of one of the eligible benefits) OR if the telephone account holder is not the householder(s) in receipt of that benefit.

KCOM reserves the right to check eligibility at any point. If the customer can no longer provide proof of eligibility, the customer will automatically be migrated to KCOM Local.

4. Service Charging Information

Service	Connection Charge		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
	£0.00	£0.00	£4.25	£5.10

The primary methods of payment for this package are Direct Debit or KCOM Budget Scheme; however, other payment methods such as cash or cheque may be accepted on agreement with KCOM.

5. Call Charges

Calling National Destinations

KCOM Code	Type of call / destination	Pence Per Call	
		At All Times	
		Ex VAT	Inc. VAT
K ^a	Calls to KCOM Network	6.00	7.20
K	Calls to 01482 300300	0.00	0.00

^a excluding calls to KCOM indirect customers, calls to 01482 300300 (Kingston upon Hull City Council)

KCOM Code	Type of call / destination	Pence Per Minute					
		Daytime		Evening		Weekend	
A1	Regional to Adjacent Exchange	3.40	4.08	1.28	1.54	0.85	1.02
A2	Regional up to 56km (35 miles)	5.11	6.13	2.55	3.06	1.07	2.04
B	National Destinations	5.11	6.13	2.55	3.06	1.07	2.04

Calling UK Mobiles (calls to KCOM Mobiles in the UK are free of charge)

KCOM Code	Type of call / destination	Pence Per Minute	
		At All Times	
		Ex VAT	Inc. VAT
MB01 – MB16	Mobile Telephones	17.02	20.42

Time bands for calls

Daytime	Monday to Friday, 6am-6pm
Evening	Monday to Friday, 6pm-6am
Weekend	Saturday and Sunday, All Day

Once the monthly inclusive allowance of 20 local geographic calls and 60 minutes of calls to numbers beginning 084 or 087 have been used, calls are charged at the above rates until a total spend of £10 is reached. Which means customers pay a maximum of £10 a month for calls to the above numbers subject to a fair usage policy

Calling the 101 Police Non-Emergency Number

All calls to 101 from SAP will be charged at 15p per call.

All Other Calls

Calls to the following will all be charged at **KCOM plan rates:**

- Personal Numbers
- Fixed Fee Numbers
- Special Service Numbers
- Premium Rate Numbers
- Multimedia Services, and
- International destinations

For call calculation purposes points 1, 2, and 3 apply. **click here** for further details

All prices are inclusive of VAT unless otherwise stated. Exclusions

KCOM Favourites, Home 15 and Favourite Countries discount packages will not apply.

6. Broadband

Only KCOM Basic or KCOM Lite can be added to Social Access Package.

7. Early termination charges

Contracts are for a minimum of 1 month. There are no early termination charges applicable for customers ceasing their KCOM telephony service: Customers can cancel their Social Access Package at any time without penalty.