

## Reference Offer : KCOM Line Rental Price List

### Tariff Description

KCOM Line Rental is a product described in the Reference Offer for KCOM Line Rental documentation and available to those contracted under that agreement. It constitutes a line rental product encompassing analogue lines, ISDN2 and ISDN30.

Call services are either provided by default under the Reference Offer for KCOM Line Rental or under a separate Wholesale Calls Agreement. Call tariffs in this Price List apply to the default calls service provided pursuant to the Reference Offer for KCOM Line Rental. CPs should contact KCOM for tariffs under the Wholesale Calls Agreement.

The products under this contract require partner organizations to provide customer solutions which include end customer billing, service support, equipment (where applicable), configuration of equipment and all sundry items necessary to provide a usable service.

KCOM will provide access under the Reference Offer (RO) agreement to the Analogue & ISDN network infrastructure within the original Hull Area as defined in the RO.

### Migration Charges (Including Working Line Take-over and Starting of Stopped Lines)

Migration of an existing line where only the account name and billing details are changed and also for the restarting of stopped analogue and ISDN2e lines on take-over (where no visit is required to the End User Premises).

Line Type	Connection Charge Per Line/Channel
Analogue	£15.00
ISDN2e (per 2 channels)	£15.00
ISDN30e (per channel, minimum of 6 channels)	£8.00

## New Installation Charges

For a new installation of a voice circuit at a customer premises which is capable of making incoming and outgoing calls.

Line Type		Connection Charge Per Line/Channel	
Analogue		£104.00	
ISDN2e (per 2 channels)		£180.00	
ISDN30e	New Line Plant	Channels 1-10 (minimum of 6) per channel	£131.00
		Channels 11 and above per channel	£30.00
	Existing Line Plant	Channels 1-10 (minimum of 6) per channel	£64.80
		Channels 11 and above per channel	£30.00

## Excess Construction Charges

KCOM new installation charges cover standard installations within the Hull area. Excess Construction Charges may be applied to non standard installations including :

- a) Non-Served Premises
- b) A Hot Site
- c) Site Offices
- d) Ships in Dock or
- e) Events

Any such work will require KCOM to survey and provide an estimate for the work required.

## Temporary Suspension / Resumption Charge

This charge will apply per event on instructions received to temporarily suspend or to resume service to a previously temporarily suspended circuit.

Service	One-Off Charge (per line/channel)
Temporary Suspension /Resumption Charge	£3.00

## Cancellation charge

This charge will apply per line/channel on any migration order cancelled in-flight..

Service	Cancellation Charge
Migrations : 1 working day or less after order is placed	£0.00
Migrations : 2 or more working days after order is placed	£6.00

## Line Rentals

Lines available on this tariff are Analogue, ISDN2e and ISDN30e. Earlier variants of ISDN, not available for new supply but which may be migrated, will be subject to charges at the same levels as current functionality. Line rental charges are per line or (ISDN30e only) per channel and exclude all calls.

Monthly rental, per line/per channel, per calendar month:

Line Type	SLA 1 (Fix by end of second working day)	SLA 2 (Within 10 clock hours of report Monday - Saturday 08:00 - 18:00 exc public holidays)	SLA 3 (Business Care Plus (5 Hour fix around the clock))
Analogue	£8.19	£10.25	£14.50
ISDN2e (per 2 channels)	£18.00	£22.50	£27.00
ISDN30e (per channel, minimum of 6 channels)	£9.96	£11.95	£12.92

## Supplementary Services

The schedule below presents the incremental services and associated pricing.

	Analogue		ISDN2e		ISDN30e	
	Connection	Rental	Connection	Rental	Connection	Rental
Conversion from ISDN2e to Analogue#	£68.00	£0.00	N/A	N/A	N/A	N/A
Ex-directory Rental per Exchange Line	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Caller Display	£0.00	£0.00	N/A	N/A	N/A	N/A
Reject withheld numbers	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Call Barring (Customer Controlled)	£12.00	£18.00	N/A	N/A	N/A	N/A
Call return (1471)	£0.00	£0.00	N/A	N/A	N/A	N/A
Withhold CLI (withhold your number)	£0.00	£0.00	N/A	N/A	N/A	N/A
Call diversion (User controlled)	£0.00	£0.00	N/A	N/A	N/A	N/A
Call Waiting	£0.00	£0.00	N/A	N/A	N/A	N/A
Conference call (3 Way)	£0.00	£0.00	N/A	N/A	N/A	N/A
Reminder calls	£0.00	£0.00	N/A	N/A	N/A	N/A
DDI over Analogue Technical / Management charge per installation	£1750	£1080	N/A	N/A	N/A	N/A
DDI Exchange Line	£140.00	£126.12	N/A	N/A	N/A	N/A
Management / Data Build Charge per 100 Numbers	£360.00	£360.00	N/A	N/A	N/A	N/A
Subsequent Data Build charge for additional numbers allocated	£710.00	N/A	N/A	N/A	N/A	N/A
Each additional 100 Numbers allocated at the same time.	£360.00	£360.00	N/A	N/A	N/A	N/A
ISDN Management Charge	N/A	N/A	£180.00	£0.00	£210.00	£0.00
ISDN DDI's per 10 Number block	N/A	N/A	£36.00	£48.00	£11.00	£42.00
ISDN30 inclusive DDI's 10 free Number per Channel	N/A	N/A	N/A	N/A	0.00	0.00
DDI Number Break-Out*	£36.00	£48.00	£36.00	£48.00	£36.00	£48.00
ISDN2e Multiple Subscriber Numbering MSN Per 2 number	N/A	N/A	£21.50	£0.00	N/A	N/A
ISDN2e Multiple Subscriber Numbering MSN Per 10 number	N/A	N/A	£21.50	£45.000	N/A	N/A
Sub-Addressing SUB	N/A	N/A	£11.00	£12.00	£11.00	£0.00
Calling Line Identification Presentation CLIP	N/A	N/A	£0.00	£0.00	£0.00	£0.00
Calling Line Identification Restriction CLIR	N/A	N/A	£0.00	£0.00	£0.00	£0.00
Connected Line Identification Presentation COLP	N/A	N/A	£0.00	£0.00	£0.00	£0.00
Connected Line Identification Restriction COLR	N/A	N/A	£0.00	£0.00	£0.00	£0.00
Incoming Calls Barred ICB	£12.00	£18.00	£12.00	£18.00	£12.00	£18.00
Outgoing Calls Barred OCB - Permanent	£12.00	£18.00	£12.00	£18.00	£12.00	£18.00
Outgoing Calls Barred OCB - Pre-arranged	£12.00	£18.00	£12.00	£18.00	£12.00	£18.00
Call Forwarding (Admin. controlled only) - Unconditional CF	N/A	N/A	£12.00	£0.00	£12.00	£0.00
Call Forwarding (Admin. controlled only) - On Busy CFB	N/A	N/A	£12.00	£0.00	£12.00	£0.00

Call Forwarding (Admin. controlled only) - No Reply CFNR	N/A	N/A	£12.00	£0.00	£12.00	£0.00
To fit one extension socket, up to 10 metres from the main#	N/A	N/A	£100.00	£0.00	N/A	N/A
Further extension sockets at same location when installed with first.#	N/A	N/A	£47.00	£0.00	N/A	N/A
Internal move of existing extension socket (within 10m of main socket)#	N/A	N/A	£47.00	£0.00	N/A	N/A
Internal move Of master socket#	N/A	N/A	£63.00	£0.00	N/A	N/A
Conversion from analogue	N/A	N/A	£143.00	£0.00	N/A	N/A

\*Covers up to 10 individual numbers from individual DDI block of 10. If numbers are taken from multiple DDI blocks of 10, then the customer will be charged for the number of ddi blocks affected. For example, 3 numbers from 3 separate DDI blocks , this will be times the above charge.

# Visit charge wehere applicable applies

**Direct Dialling In** DDI can be applied to one or more lines and allows incoming calls to a PBX to be routed directly to an extension or appropriate CPE without going via the PBX operator. Each DDI number range will be allocated as consecutive numbers and consist of a minimum of 10 numbers.

**Multiple Subscriber Numbering** MSN can only be applied to a single ISDN2e line and allows incoming calls to be routed directly to an individual piece of CPE that supports MSN. MSN enables up to 10 directory numbers to be assigned to a single line. The numbers allocated are dependent on availability within the exchange numbering plan and may not be consecutive.

**Sub-Addressing** SUB This enables expansion of the called user's addressing capacity beyond the ISDN number. This allows an ISDN number followed by additional alpha-numeric sub-address characters to be dialled, allowing CPE to be accessed. ISDN2e will allow the conveyance of up to 6 or 20 sub-address characters respectively. This service is provided to the called user.

ISDN30e sub addressing : Connection charge is per event and rental is per channel per month

**Calling Line Identification Presentation** CLIP This service is automatically provided by the network to the called party (even for ex-directory numbers) and enables the called party to receive the line identity of the calling party. If DDI or MSN are used, the calling user (depending on the type of CPE) may provide the DDI or MSN digits only or the full ISDN number. Where the calling user does not provide the DDI or MSN digits, the network will automatically insert a default directory number which will normally be the number used for billing purposes. If sub-addressing is used, the calling party sub-address will only be delivered if both calling and called parties are using ISDN.

**Calling Line Identification Restriction** CLIR This applies to outgoing calls and prevents the release of a caller's line identity. Callers are, by default, able to prefix the called number with the digits "141", to restrict CLI presentation on a call by call basis. As an alternative, a customer can request automatic restriction of their line identity for every call. In this case, by prefixing the called number with the digits "1470" callers will be able to override the restriction (thereby releasing their line identity) on a call by call basis. This service is independent of the Connected Line Identification Restriction (COLR) service.

**Connected Line Identification Presentation** COLP This service is automatically provided by the network to the calling party (even for ex-directory numbers) and provides the calling party with the possibility to receive the line identity of the connected party. If the call has been subject to call forwarding, it is the connected number and not the called party number that is provided to the calling user. If DDI or MSN are used, the calling user (depending on the type of CPE) may provide the DDI or MSN digits only or the full ISDN number. Where the calling user does not provide the DDI or MSN digits, the network will automatically insert a default directory number which will normally be the number used for billing purposes. If sub-addressing is used, the calling party sub-address will only be delivered if both calling and called parties are using ISDN2e.

**Connected Line Identification Restriction COLR** This applies to incoming calls and prevents the release of connected line identity to a calling party. This service is provided on request. This service is independent of the Calling Line Identification Restriction (CLIR) service.

**Incoming Calls Barred ICB** This service is provided on request by KCOM and prevents all incoming calls.

**Outgoing Calls Barred OCB - Permanent** This service is provided on request by KCOM and enables the user to place restrictions on the destinations to which outgoing calls may be placed. The service is available on a permanent basis only (Admin OCB). See the call barring for the categories of outgoing call barring. Admin OCB prevents users from making outgoing calls. The calls can be split into different categories, which are: Local calls, national, international, operator services or premium rate numbers.

**Outgoing Calls Barred OCB - Pre-arranged**

**Call Forwarding (Admin. controlled only) - Unconditional CFU** This group of services enables calls to be redirected to another telephone number under the following conditions: Unconditional (CFU) - All calls are forwarded by the network to the pre-selected ISDN number. The customer can still make outgoing calls.

**Call Forwarding (Admin. controlled only) - On Busy CFB** - Incoming calls are forwarded by the network, to a pre-defined ISDN number, when the user is identified as being busy.

**Call Forwarding (Admin. controlled only) - No Reply CFNR** - Calls which are not answered within a specified time are forwarded by the network, to a pre-defined ISDN number. The diverted leg of the call will be charged to the customer who invoked Call Forwarding. ISDN2e will allow 64kbit/s data calls to be forwarded in addition to speech calls.

**To fit one extension socket**, up to 10 metres from the main socket

**Further extension sockets** at the same location when installed at the same time as the first. Extensions over 10 metres from the main socket are subject to a quote following a technical survey.

**Internal move of existing extension socket** (within 10 metres of the main socket)

**Internal move Of master socket**

Note 1: KCOM reserves the right to charge a fixed fee of £32.00 exc. VAT , where applicable, for any changes to data facilities requested by the customer after the service has been installed.

Note 2: An £12.00 exc. VAT admin fee will be charged each time a request is made for change to the number calls are being diverted to.

Note 3: This service will be provided via a C-Mux and is not suitable for high volume incoming traffic. + A visit charge will apply, see the time related charges section for this. In addition to the charges above, a one-off payment of £3,150.00 Ex VAT will be charged for provision of Fibre if no Fibre currently exists.

^ Type 5 Presentation Number: Please note that only one presentation number per ISDN30 circuit is possible. Where Type 5 presentation has to be applied, or removed and reapplied, then the customer will be charged above to reflect changes to existing configuration on ISDN30e services. The application of Type 5 Presentation requires the customer to sign an agreement which confirms they will comply with legal requirements in the Ofcom Code of Practice concerning the ownership and ability of the requested presentation number to receive calls. A presentation number must not be a number that connects to a revenue sharing number as this generates an excessive or unexpected call charge. KCOM customers are required to sign such an agreement upon their request for Type 5 presentation.

Changes to the attributes of ISDN30e channels already installed :	Installation Size	Price
Change of digital directory number	0 – 15 channels	£53.00
Change of channels between Direct Dialing In and non DDI or vice versa, (where DDI already exists at the installation)	16 – 30 Channels	£108.00
Change channel terminations between different 2Mbit/sec systems on the same installation	31 – 60 Channels	£164.00
Change channels from both way to incoming only or outgoing only and vice versa DN block added to a DDI range.	61+ Channels	£215.00
Remove existing configuration and rebuild		
Apply Type 5 Presentation Number^		
	Once Of Charge	Rental

Conversion from ISDN30 to	Per channel (up to and including 60 channels)	£11.00	£0.00
ISDN30e signalling type	61+ Channels	£646.00	£0.00

## Time Related Charges

There are three categories for time based charges :

Category 1 for work where there are no standard charges.

Category 2 Repayment works - TRC plus stores, materials and direct expenses costs.

Category 3 supplementary charge for work where there are standard charges, performed outside normal hours.

	Repair of faults relating to Analogue & ISDN2e services within a customer's curtilage	Repair of faults relating to all other services including switches, voice wiring etc.	Planning & Advisory
<b>Category 1 - Labour (Per Hour)</b>			
Standard Inclusive Charge (No Overtime)	£85.00	£85.00	£50.00
Overtime: Monday-Saturday	£85.00	£85.00	£55.00
Overtime: Sunday	£85.00	£85.00	£55.00
Overtime: Bank & Public Holidays	£85.00	£85.00	£55.00
Minimum Period Charged	1 hour	1 hour	1 hour
<b>Category 2 - Repayment works</b>			
Labour	As Category 1	As Category 1	As Category 1
Plus, Materials	Current prices + 15%	Current prices + 15%	Current prices + 15%
Plus, Direct Expenses, Hire of Plant etc.	Current prices + 15%	Current prices + 15%	Current prices + 15%
<b>Category 3 - Supplementary work on overtime - Proportion Of Category 1 Standard Inclusive Charge For All Works</b>			
Monday - Saturday	75%	75%	75%
Sunday	100%	100%	100%
Bank and Public Holidays	125%	125%	125%

## Call Out, Visit, Missed Appointment and Expedite Charges

These charges reflect incremental requirements.

Call Out Charges Time of Visit *	Visit Charge (For Each Site Visit)	Hourly Rate	Minimum Hours	Minimum Charge
Out Of Hours ~ Monday to Saturday	£100.00	£85.00	3	£355.00
Sunday & Bank Holidays	£100.00	£110.00	3	£430.00
Callout Charge; NoKCOMFaultFound for visits made during normal hours where no fault is found with KCOM plant/equipment	£100.00	£85.00	1	£185.00
Callout Charge; Repair Completed for visits made during normal hours where the fault is proven not to be with KCOM plant/equipment and a repair is carried out on the customer's equipment/wiring	£100.00	£85.00	1	£185.00
Engineer Site Visit for relocation / renewal of telephone cable	£100.00	£85.00	1	£185.00
<b>Visit Charge</b>				
Standard Visit Charge	£100.00	N/A	N/A	N/A
<b>Missed Appointment Charge</b>				
<p>If we have made a scheduled appointment with you for an installation or faults visit, you may be charged a missed appointment fee if an engineer has been despatched to your premises and:</p> <p>The appointment is cancelled by you after the engineer has been despatched to your premises</p> <p>Person in attendance is under the age of 18</p> <p>There is no one at the premises</p> <p>There is no one at the premises who knows what work is required/where socket etc. is to be located</p> <p>You ask the engineer to call back at an alternative time</p> <p>The engineer is refused entry</p>				
Missed Appointment Charge	£100.00	N/A	N/A	N/A
<b>Repair Expedite Charges**</b>				
Expedite SLA1 to SLA2	£50.00	N/A	N/A	N/A
Expedite SLA1 to SLA3	£500.00	N/A	N/A	N/A
Expedite SLA2 to SLA3	£450.00	N/A	N/A	N/A

\*Normal hours of business for business customers are Monday to Saturday, 8am to 6pm.

\*\*Missed Appointment Charges & Expedite charges would still be raised where an Expedite is requested which cannot be fulfilled due to the Missed Appointment reasons above.

## Administration charge

This charge will apply per line/channel on orders rejected due to incomplete information and cancellation of in-flight migration orders cancelled 2 or more days after the order is placed. (per line/channel on that order).

Administration Charge (Ex VAT)	£6.00
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## Call charges

The tariff below applies to the default calls service provided pursuant to the Reference offer for KCOM Line Rental. CPs should contact KCOM for tariffs under the Wholesale Calls Agreement.

Calls made from lines on this tariff are subject to a 3.00p (exc. VAT) set-up fee.

### National Destinations

Code	Type Of Call / Destination	Pence Per Minute
		At All Times
		Ex VAT
<u>K</u> <sup>a</sup>	KC Local ~ Calls between KC local lines	0.50
<u>L</u> ¥	Calls to 01482 385000	6.00
A1	Calls to Adjacent Area	0.05
A2* /B*	Regional & National Destinations	1.00
K	ISDN data calls only§	1.00

<sup>a</sup> Excluding calls to KCOM indirect customers and ISDN data calls, and calls to numbers in chargeband L.

§ For ISDN data calls made over the KCOM network from ISDN2e and ISDN30e, with the exception of calls to numbers in chargeband L.

¥ This chargeband includes data and voice calls.

## Call Charges to Mobile Phones ‡

Code Destination	Type of Call / Pence Per Minute	Daytime	Evening / Weekend
		Ex VAT	Ex VAT
MB01	Mobile Telephones	5.000	5.000
MB02	Mobile Telephones	22.292	16.042
MB03	Mobile Telephones	5.000	5.000
MB04	Mobile Telephones	5.000	5.000
MB05	Mobile Telephones	5.000	5.000
MB06	Mobile Telephones	5.000	5.000
MB07	Mobile Telephones	13.333	7.292
MB08	Mobile Telephones	12.500	10.417
MB09	Mobile Telephones	11.250	6.875
MB10	Mobile Telephones	16.042	12.500
MB11	Mobile Telephones	14.167	14.167
MB12	Mobile Telephones	11.250	11.250
MB13	Mobile Telephones	15.000	12.917
MB14	Mobile Telephones	9.792	9.792
MB15	Mobile Telephones	10.600	10.600

## International call charges

Type Of Call / Destination	Price in Pence Per Minute	
	At All Times	
	Ex VAT	
	International Landline	International Mobile
Afghanistan	23.64	23.64
Albania	14.987	57.550
Algeria	32.537	35.206
Andorra	4.858	47.336
Angola	26.452	42.626
Anguilla	25.310	49.098

Antigua & Barbuda	44.000	44.000
Antilles Netherlands	39.00	39.00
Argentina	11.069	49.261
Armenia	22.339	57.002
Aruba	32.372	51.795
Ascension	107.632	107.632
Australia	4.816	4.816
Austria	4.121	22.331
Azerbaijan	26.618	51.213
Azores	48.007	48.007
Bahamas	11.235	11.235
Bahrain	12.737	18.281
Bangladesh	11.347	11.347
Barbados	22.818	44.881
Belarus	48.310	55.312
Belgium	3.417	3.417
Belize	51.233	51.233
Benin	36.872	39.833
Bermuda	11.903	11.903
Bhutan	22.112	22.112
Bolivia	23.790	26.506
Bosnia-Herzegovina	27.803	61.168
Botswana	16.308	41.533
Brazil	6.003	17.157
Brunei Darussalam	7.054	10.736
Bulgaria	5.858	12.780
Burkina Faso	49.365	61.986
Burundi	53.208	53.208
Cambodia	20.102	16.113
Cameroon	30.560	47.878
Canada	1.821	1.821
Canary Islands	6.202	16.200
Cape Verde	46.867	65.614

Cayman islands	17.762	36.944
Cent. African Republic	77.146	77.146
Chad	33.034	33.034
Chile	7.673	21.985
China	3.287	3.287
Christmas Island	80.631	80.631
Cocos Islands	67.00	71.00
Colombia	13.94	13.94
Comoros	65.844	65.844
Congo	47.211	47.211
Cook Islands	115.782	115.782
Costa Rica	7.210	11.005
Ivory Coast	42.430	104.081
Croatia	4.600	24.172
Cuba	112.618	112.618
Cyprus North	5.233	41.167
Cyprus	3.380	6.281
Denmark	2.254	5.698
Diego Garcia	195.240	195.240
Djibouti	73.907	71.639
Dominica	23.552	48.819
Dominican Republic	12.715	21.202
Ecuador	30.120	46.984
Egypt	21.074	29.703
El Salvador	40.567	42.894
Equatorial Guinea	43.459	43.459
Eritrea	79.674	64.293
Estonia	4.450	27.319
Ethiopia	42.638	62.552
Falkland Islands	82.133	82.133
Faroe Islands	76.918	76.918
Fiji	72.426	72.426
Finland	9.421	13.661

France (Inc. Monaco)	1.691	4.687
French Polynesia	51.763	51.763
Gabon	55.312	55.741
Gambia	104.079	104.079
Georgia	40.890	49.295
Germany	1.760	5.374
Ghana	23.520	63.939
Gibraltar	6.930	29.605
Greece	2.229	11.944
Greenland	97.373	105.880
Grenada	22.047	43.832
Guadeloupe	6.377	47.508
Guam	12.737	12.737
Guatemala	27.660	35.706
Guinea	70.668	70.668
Guyana	62.988	62.988
Haiti	41.137	50.044
Honduras	48.335	64.377
Hong Kong	3.303	3.303
Hungary	4.280	14.440
Iceland	3.933	13.180
India	4.409	4.409
Indonesia	10.575	10.575
Iran	29.109	41.393
Iraq	27.011	39.709
Ireland, Republic of	1.683	19.971
Israel	5.025	16.828
Italy	1.860	19.083
Jamaica	21.074	45.544
Japan	5.519	12.414
Jordan	30.007	28.389
Kazakhstan	14.410	27.150
Kenya	30.787	30.787

Kiribati	118.166	118.166
Korea (North)	116.542	116.542
Kuwait	21.074	21.074
Kyrgystan	33.141	33.141
Laos	12.320	12.320
Latvia	30.007	30.007
Lebanon	25.243	39.551
Lesotho	43.608	57.427
Liberia	62.282	70.715
Libya	60.725	71.730
Liechtenstein	13.403	29.926
Macedonia	18.261	61.009
Madagascar	61.938	64.052
Malawi	37.381	44.773
Malaysia	4.955	6.400
Maldives Islands	72.009	72.009
Mali	63.911	63.911
Malta	7.160	13.085
North Mariana Islands	63.635	63.635
Marshall Islands	13.914	24.797
Martinique	46.941	58.002
Mauritania	21.892	21.892
Mauritius	18.875	40.502
Mexico	6.552	9.279
Micronesia	73.414	73.414
Moldova	29.712	38.278
Monaco	8.051	66.929
Mongolia	13.913	13.043
Monserrat	35.608	35.608
Morocco	13.080	61.937
Mozambique	14.654	41.882
Myanmar	49.455	69.722
Namibia	11.862	30.403

Nauru Island	149.364	149.364
Nepal	41.302	62.645
Netherlands	2.972	6.430
New Caledonia	34.718	34.718
New Zealand	3.898	13.470
N. Mariana Islands	11.944	29.861
Norway	3.566	6.736
Oman	28.036	52.162
Pakistan	20.399	20.399
Palau	62.186	62.186
Panama	10.575	29.559
Papua New Guinea	151.918	151.918
Paraguay	10.492	22.355
Peru	5.969	13.514
Philippines	20.302	25.722
Poland	2.702	20.255
Portugal	2.620	11.805
Puerto Rico	10.754	10.754
Qatar	36.378	41.917
Reunion	9.946	28.272
Romania	3.700	8.476
Russia	8.537	19.206
Rwanda	43.114	40.820
Samoa U.S.	83.688	137.053
Samoa West	83.688	137.053
San Marino	12.880	13.814
Sao Tome & Principe	98.059	98.059
Saudi Arabia	19.698	33.024
Senegal	33.146	61.837
Seychelles	52.508	69.308
Sierra Leone	73.271	73.349
Singapore	4.399	4.399
Korea (South)	4.126	6.165

Spain	2.296	5.162
Sri Lanka	30.787	30.787
St Helena	167.720	167.720
St Kitts & Nevis	32.661	55.524
St Lucia	29.899	48.183
St Pierre et Miquelon	57.257	76.074
St Vincent & Grenadines	34.516	52.659
Sudan	46.726	46.726
Surinam	54.177	57.366
Swaziland	16.634	27.611
Sweden	2.377	8.261
Switzerland	2.772	40.613
Syria	33.205	49.844
Taiwan	5.288	19.934
Tajikistan	23.537	26.712
Tanzania	35.405	34.425
Thailand	7.178	7.178
Togo	93.456	73.974
Tokelau	154.398	154.398
Tonga	105.046	105.046
Trinidad & Tobago	20.908	32.926
Tunisia	54.809	91.069
Turkey	3.075	26.159
Turkmenistan	25.984	25.984
Turks & Caicos Islands	30.322	51.932
Tuvalu	101.386	101.386
United Arab Emirates	21.217	21.217
Uganda	31.044	41.049
Ukraine	22.301	35.270
United States	4.358	4.358
Uzbekistan	8.936	16.557
Vanuatu	145.635	280.009
Vatican City	13.402	40.207



Venezuela	10.649	39.356
Vietnam	19.889	18.551
Virgin Islands U.K.	63.253	63.253
Virgin Islands U.S.	9.485	9.485
Yemen	32.454	33.038
Zaire	39.007	33.580
Zambia	39.007	33.580
Zimbabwe	24.979	53.767

## Call charges to Personal Numbers

### Pence per minute

Code	Daytime	Evening	Weekend
	Ex VAT	Ex VAT	Ex VAT
PN01	4.20	4.20	4.20
PN02	14.22	8.38	8.38
PN03	20.42	13.62	6.81
PN04	25.53	17.02	8.51
PN05	27.23	18.72	8.93
PN06	31.91	21.27	10.63
PN07	42.55	42.55	42.55
PN08	41.70	33.19	33.19
PN09	22.13	22.13	22.13
PN10	14.47	14.47	14.47
PN11	17.02	17.02	17.02
PN13	17.00	17.00	17.00
PN14	20.00	20.00	20.00
PN15	29.79	29.79	29.79
PN16	33.19	24.68	24.68
PN17	22.98	22.98	22.98
PN18	33.19	33.19	33.19

PN19	25.11	25.11	25.11
PN20	11.06	11.06	11.06
PN21	11.92	11.92	11.92
PN22	12.77	12.77	12.77
PN23	13.62	13.62	13.62
PN24	8.51	8.51	8.51
PN25	20.43	20.43	20.43
PN26	35.00	35.00	35.00
PN27	8.78	5.65	4.78

## Calls Charged by Fixed Fee and Timed Duration

Where the fixed fee and duration charge both apply from the start of the call:

Code	Price in Pence Per Minute			Pence Per Call
	Daytime	Evening	Weekend	
	Ex VAT	Ex VAT	Ex VAT	Ex VAT
PN12	3.36	0.85	0.85	42.60
FF31	0.00	0.00	0.00	12.50

## Service Number Charges

Call Charges to Service numbers

Code	Service Charge		Access Charge
	Pence per Call	Pence Per Minute	Pence Per Minute
	Ex VAT	Ex VAT	Ex VAT
SC001	0.00	0.00	10.83
SC002	0.00	0.83	10.83
SC003	0.00	1.67	10.83
SC004	0.00	2.50	10.83
SC005	0.00	3.33	10.83
SC006	0.00	4.17	10.83
SC007	0.00	5.00	10.83
SC008	0.00	5.83	10.83
SC009	0.00	6.67	10.83
SC010	0.00	7.50	10.83
SC011	0.00	8.33	10.83
SC012	0.00	9.17	10.83
SC013	0.00	10.00	10.83
SC014	0.00	10.83	10.83
SC015	0.00	12.50	10.83
SC016	0.00	16.67	10.83
SC017	0.00	20.83	10.83
SC018	0.00	25.00	10.83
SC019	0.00	29.17	10.83
SC020	0.00	30.00	10.83
SC021	0.00	33.33	10.83
SC022	0.00	37.50	10.83
SC023	0.00	38.33	10.83
SC024	0.00	41.67	10.83
SC025	0.00	45.83	10.83
SC026	0.00	50.00	10.83
SC027	0.00	54.17	10.83
SC028	0.00	58.33	10.83

SC029	0.00	62.50	10.83
SC030	0.00	66.67	10.83
SC031	0.00	75.00	10.83
SC032	0.00	79.17	10.83
SC033	0.00	82.50	10.83
SC034	0.00	83.33	10.83
SC035	0.00	91.67	10.83
SC036	0.00	100.00	10.83
SC037	0.00	120.83	10.83
SC038	0.00	125.00	10.83
SC039	0.00	129.17	10.83
SC040	0.00	150.00	10.83
SC041	0.00	166.67	10.83
SC042	0.00	183.33	10.83
SC043	0.00	208.33	10.83
SC044	0.00	250.00	10.83
SC045	0.00	300.00	10.83
SC046	4.17	0.00	10.83
SC047	8.33	0.00	10.83
SC048	12.50	0.00	10.83
SC049	20.83	0.00	10.83
SC050	25.00	0.00	10.83
SC051	29.17	0.00	10.83
SC052	33.33	0.00	10.83
SC053	40.00	0.00	10.83
SC054	41.67	0.00	10.83
SC055	58.33	0.00	10.83
SC056	62.50	0.00	10.83
SC057	83.33	0.00	10.83
SC058	120.83	0.00	10.83
SC059	125.00	0.00	10.83
SC060	166.67	0.00	10.83
SC061	208.33	0.00	10.83
SC062	250.00	0.00	10.83
SC063	333.33	0.00	10.83
SC064	416.67	0.00	10.83
SC065	500.00	0.00	10.83
SC066	64.17	129.17	10.83
SC067	66.67	20.83	10.83
SC068	332.50	115.83	10.83
SC069	415.83	112.50	10.83
SC070 (ppm starts after 60 seconds)	458.33	229.17	10.83
SC071 (ppm starts after 60 seconds)	478.33	249.17	10.83
SC072 (ppm starts after 60 seconds)	581.67	290.83	10.83
SC073 (ppm starts after 60 seconds)	0.00	208.33	10.83
SC074 (ppm starts after 60 seconds)	4.17	4.17	10.83
SC075 (ppm starts after 60 seconds)	8.33	8.33	10.83

SC076 (ppm starts after 60 seconds)	33.33	33.33	10.83
SC077 (ppm starts after 60 seconds)	58.33	58.33	10.83
SC078 (ppm starts after 60 seconds)	125.00	125.00	10.83
SC079 (ppm starts after 60 seconds)	166.67	166.67	10.83
SC080 (ppm starts after 60 seconds)	370.83	214.17	10.83
SC081	0.00	15.00	10.83
SC082	0.00	18.33	10.83
SC083	0.00	291.67	10.83
SC084	208.33	62.50	10.83
SC085	216.67	82.50	10.83
SC086	229.17	65.00	10.83
SC087 (ppm starts after 60 seconds)	748.33	374.17	10.83
SC088 (ppm starts after 60 seconds)	831.67	415.83	10.83
SC089 (ppm starts after 60 seconds)	998.33	499.17	10.83
SC090 (ppm starts after 60 seconds)	1165.00	582.50	10.83
SC091 (ppm starts after 60 seconds)	1331.67	665.83	10.83
SC092 (ppm starts after 60 seconds)	5.83	5.83	10.83
SC093 (ppm starts after 60 seconds)	10.83	10.83	10.83
SC094 (ppm starts after 60 seconds)	66.67	66.67	10.83
SC095 (ppm starts after 60 seconds)	83.33	83.33	10.83
SC096 (ppm starts after 60 seconds)	250.00	250.00	10.83
SC097 (ppm starts after 60 seconds)	300.00	41.67	10.83
SC098 (ppm starts after 60 seconds)	300.00	125.00	10.83
SC099 (ppm starts after 60 seconds)	300.00	166.67	10.83
SC100 (ppm starts after 60 seconds)	300.00	300.00	10.83

## Special Service Call Charges

Code	Type of call / destination	Price per minute Daytime / Evening / Weekend
		Ex VAT
NF	Number Free of Charge	No Charge at any time

## Multimedia services

Code	Price in Pence Per Minute		
	Daytime	Evening	Weekend
	Ex VAT	Ex VAT	Ex VAT
MM01	0.85	0.85	0.85
MM02	1.70	1.70	1.70
MM03	2.56	2.56	2.56
MM04	3.40	3.40	3.40
MM05	4.25	4.25	4.25
MM06	5.11	5.11	5.11
MM07	5.96	5.96	5.96
MM08	6.81	6.81	6.81
MM09	7.66	7.66	7.66
MM10	8.51	8.51	8.51
MM11	1.70	0.85	0.85
MM12	2.56	1.70	0.85
MM13	3.36	0.85	0.85
MM14	3.36	1.27	0.85
MM15	4.21	2.11	1.70
MM16	0.43	0.43	0.43
MM17	6.73	3.36	1.27
MM18	3.40	2.55	0.85
MM19	1.28	1.28	1.28
MM20	2.13	2.13	2.13

## WiFi services

Code	Type of Call / Destination	Price in Pence Per Minute		
		Daytime	Evening	Weekend
		Ex VAT	Ex VAT	Ex VAT
FW01	Wifi Services	13.200	13.200	6.440
FW02	Wifi Services	12.500	10.400	5.300
FW03	Wifi Services	13.900	11.100	5.600
FW04	Wifi Services	13.500	8.250	4.130
FW05	Wifi Services	12.600	10.200	5.700
FW06	Wifi Services	1.000	8.800	5.300
FW07	Wifi Services	10.500	10.500	10.500
FW08	Wifi Services	16.000	12.500	5.300
FW09	Wifi Services	14.000	14.000	14.000
FW10	Wifi Services	8.372	8.372	8.372
FW11	Wifi Services	11.000	11.000	11.000
FW12	Wifi Services	11.000	11.000	11.000

Call durations are rounded up to the next whole second and call charges are rounded up to the next 1/10th of a penny

## Customer Service Guarantee

Where KCOM fails to meet stated timescales customers may be entitled to claim compensation under the Service Level Agreement. Where this applies the Daily Credit Allowance below may be claimed subject to the contract

	Installation	Rental (Daily Rate)		
		SLA 1	SLA 2	SLA 3
Analogue	£1.35	£1.35	£1.68	£2.38
ISDN 2e	£2.96	£2.96	£3.70	£4.44
ISDN 30e (per channel)	£1.64	£1.64	£1.96	£2.12