

## 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                |                     |  | £31.21                             |
| ISDN2e (per 2 channels) |                     |  | £120.00                            |
| 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 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               |
| New Order Cancellation: 1 working day or less after order is placed  | £0.00               |
| New Order Cancellation: 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                                    | Operative Date | Until    | SLA 1<br>(Fix by end of second working day) | SLA 2<br>(Within 10 working hours of report Monday - Saturday 08:00 - 18:00 exc public holidays) | SLA 3<br>Business Care Plus<br>(5 Hour fix around the clock) |
|--|----------------|----------|---|--|--|
| Analogue                                     | 19/08/20       | 07/05/22 | £7.70                                       | £10.25   | £12.12   |
|  | 08/05/22       |          | £8.99                                       | £11.54   | £13.41   |
| ISDN2e (per 2 channels)                      | 08/05/22       | 28/02/23 | £22.57                                      | £25.13   | £26.03   |
|  | 01/05/23       |          | £30.47                                      | £33.93   | £35.14   |
| ISDN30e (per channel, minimum of 6 channels) | 08/05/22       | 28/02/23 | £12.04                                      | £12.74   | £13.74   |
|  | 01/05/23       |          | £13.48                                      | £14.27   | £15.39   |

## Supplementary Services

The schedule below presents the incremental services and associated pricing.

|  | Analogue   |           | ISDN2e     |           | ISDN30e    |           |
|--|------------|-----------|------------|-----------|------------|-----------|
|  | Connection | Rental pa | Connection | Rental pa | Connection | Rental pa |
| 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)                               | £0.00      | £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     | £0.00     | £12.00     | £0.00     | £12.00     | £0.00     |

|   |        |        |         |       |        |       |
|---|--------|--------|---------|-------|--------|-------|
| Outgoing Calls Barred OCB – Permanent <sup>1</sup>                                  | £12.00 | £0.00  | £12.00  | £0.00 | £12.00 | £0.00 |
| Outgoing Calls Barred OCB - Pre-arranged <sup>1</sup>                               | £12.00 | £0.00  | £12.00  | £0.00 | £12.00 | £0.00 |
| 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 <sup>#</sup>             | N/A    | N/A    | £100.00 | £0.00 | N/A    | N/A   |
| Further extension sockets at same location when installed with first. <sup>#</sup>  | N/A    | N/A    | £47.00  | £0.00 | N/A    | N/A   |
| Internal move of existing extension socket (within 10m of main socket) <sup>#</sup> | N/A    | N/A    | £47.00  | £0.00 | N/A    | N/A   |
| Internal move Of master socket <sup>#</sup>   | 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   |
| Voicemail   | N/A    | £12.00 | N/A     | N/A   | N/A    | N/A   |

<sup>1</sup> Not available on Analogue over fibre delivery

\* 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.

\*\* Note: Where a Ccustomer has a Fibre Delivered Voice service utilised in the Hull Area, Call Waiting is not available.

# 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.

|  |   |                   |                   |
|--|---|-------------------|-------------------|
| <p>^ Type 5 Presentation Number: Please note that only one presentation number per ISDN30 circuit is allowed. Where Type 5 presentation has to be applied, or removed and reapplied, then the customer will need to sign an agreement 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 which generates an excessive or unexpected call charge. KCOM customers are required to sign such an agreement upon their request for Type 5 presentation.</p> |   |                   |                   |
| <p>Changes to the attributes of ISDN30e channels already installed :</p> <p>Change of digital directory number</p> <p>Change of channels between Direct Dialing In and non DDI or vice versa,</p> <p>(where DDI already exists at the installation)</p> <p>Change channel terminations between different 2Mbit/sec systems on the same installation</p> <p>Change channels from both way to incoming only or outgoing only and vice versa DN block added to a DDI range.</p> <p>Remove existing configuration and rebuild</p> <p>Apply Type 5 Presentation Number^</p>   |   | Installation Size | Connection Charge |
|  |   | 0 – 15 channels   | £53.00            |
|  |   | 16 – 30 Channels  | £108.00           |
|  |   | 31 – 60 Channels  | £164.00           |
|  |   | 61+ Channels      | £215.00           |
|  |   | Connection Charge | Rental Charge     |
| Conversion from ISDN30 to ISDN30e signalling type  | Per channel (up to and including 60 channels) | £11.00            | £0.00             |
|  | 61+ Channels                                  | £646.00           | £0.00             |

## Time Related Charges – Call out, Visit, Missed Appointment Fee and Expedite charges

Time Related Charges are payable where the CP requests the additional Services as set out in the table immediately below.

| Call Out charges                  | Operative Date | Until    | Standard Visit Charge (For Each Site visit) Ex. VAT | Hourly Rate (per hour or part thereof) Ex. VAT | Minimum hours | Minimum Call Out charge Ex. VAT |
|-----------------------------------|----------------|----------|---|--|---------------|---------------------------------|
| Out of Hours ~ Monday to Saturday | 04/12/18       | 02/06/19 | £100.00   | £85.00   | 3             | £355.00                         |
| Sunday & Bank Holidays            | 04/12/18       | 02/06/19 | £100.00   | £110.00  | 3             | £430.00                         |
| Call Out charge*:                 | 03/06/19       |          | £100.00   | £85.00   | 1             | £185.00                         |
| Missed Appointment Fee**          | 03/06/19       |          | £100.00   | N/A  | N/A           | N/A                             |

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:

The appointment is cancelled by you after the engineer has been despatched to your premises

Person in attendance is under the age of 18

There is no one at the premises

There is no one at the premises who knows what work is required/where socket etc. is to be located

You ask the engineer to call back at an alternative time

The engineer is refused entry

\* Visit Charge for No KCOM Fault Found or Visit Charge for requested work

\*\* 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 |
|--------------------------------|-------|

## 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> <sup>¥</sup> | Calls to 01482 385000                   | 6.00             |
| A1                    | Calls to Adjacent Area                  | 0.50             |
| 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    |
| PN99 | 5.00    | 5.00    | 5.00    |



## 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

| Price point | Service Charge |                  | Access Charge    |
|-------------|----------------|------------------|------------------|
|             | Pence Per Call | Pence Per Minute | Pence Per Minute |
|             | Ex VAT         | Ex VAT           | Ex VAT           |
| SC001       | 0.000          | 0.000            | 10.83            |
| SC002       | 0.000          | 0.833            | 10.83            |
| SC003       | 0.000          | 1.667            | 10.83            |
| SC004       | 0.000          | 2.500            | 10.83            |
| SC005       | 0.000          | 3.333            | 10.83            |
| SC006       | 0.000          | 4.167            | 10.83            |
| SC007       | 0.000          | 5.000            | 10.83            |
| SC008       | 0.000          | 5.833            | 10.83            |
| SC009       | 0.000          | 6.667            | 10.83            |
| SC010       | 0.000          | 7.500            | 10.83            |
| SC011       | 0.000          | 8.333            | 10.83            |
| SC012       | 0.000          | 9.167            | 10.83            |
| SC013       | 0.000          | 10.000           | 10.83            |
| SC014       | 0.000          | 10.833           | 10.83            |
| SC015       | 0.000          | 12.500           | 10.83            |
| SC016       | 0.000          | 16.667           | 10.83            |
| SC017       | 0.000          | 20.833           | 10.83            |
| SC018       | 0.000          | 25.000           | 10.83            |
| SC019       | 0.000          | 29.167           | 10.83            |
| SC020       | 0.000          | 30.000           | 10.83            |
| SC021       | 0.000          | 33.333           | 10.83            |
| SC022       | 0.000          | 37.500           | 10.83            |
| SC023       | 0.000          | 38.333           | 10.83            |

| Price point | Service Charge |                  | Access Charge    |
|-------------|----------------|------------------|------------------|
|             | Pence Per Call | Pence Per Minute | Pence Per Minute |
|             | Ex VAT         | Ex VAT           | Ex VAT           |
| SC024       | 0.000          | 41.667           | 10.83            |
| SC025       | 0.000          | 45.833           | 10.83            |
| SC026       | 0.000          | 50.000           | 10.83            |
| SC027       | 0.000          | 54.167           | 10.83            |
| SC028       | 0.000          | 58.333           | 10.83            |
| SC029       | 0.000          | 62.500           | 10.83            |
| SC030       | 0.000          | 66.667           | 10.83            |
| SC031       | 0.000          | 75.000           | 10.83            |
| SC032       | 0.000          | 79.167           | 10.83            |
| SC033       | 0.000          | 82.500           | 10.83            |
| SC034       | 0.000          | 83.333           | 10.83            |
| SC035       | 0.000          | 91.667           | 10.83            |
| SC036       | 0.000          | 100.000          | 10.83            |
| SC037       | 0.000          | 120.833          | 10.83            |
| SC038       | 0.000          | 125.000          | 10.83            |
| SC039       | 0.000          | 129.167          | 10.83            |
| SC040       | 0.000          | 150.000          | 10.83            |
| SC041       | 0.000          | 166.667          | 10.83            |
| SC042       | 0.000          | 183.333          | 10.83            |
| SC043       | 0.000          | 208.333          | 10.83            |
| SC044       | 0.000          | 250.000          | 10.83            |
| SC045       | 0.000          | 300.000          | 10.83            |
| SC046       | 4.167          | 0.000            | 10.83            |
| SC047       | 8.333          | 0.000            | 10.83            |
| SC048       | 12.500         | 0.000            | 10.83            |
| SC049       | 20.833         | 0.000            | 10.83            |
| SC050       | 25.000         | 0.000            | 10.83            |
| SC051       | 29.167         | 0.000            | 10.83            |
| SC052       | 33.33          | 0.00             | 10.83            |

| Price point | Service Charge |                  | Access Charge    |
|-------------|----------------|------------------|------------------|
|             | Pence Per Call | Pence Per Minute | Pence Per Minute |
|             | Ex VAT         | Ex VAT           | Ex VAT           |
| SC053       | 40.000         | 0.000            | 10.83            |
| SC054       | 41.667         | 0.000            | 10.83            |
| SC055       | 58.333         | 0.000            | 10.83            |
| SC056       | 62.500         | 0.000            | 10.83            |
| SC057       | 83.333         | 0.000            | 10.83            |
| SC058       | 120.833        | 0.000            | 10.83            |
| SC059       | 125.000        | 0.000            | 10.83            |
| SC060       | 166.667        | 0.000            | 10.83            |
| SC061       | 208.333        | 0.000            | 10.83            |
| SC062       | 250.000        | 0.000            | 10.83            |
| SC063       | 333.333        | 0.000            | 10.83            |

|                                     |          |         |       |
|-------------------------------------|----------|---------|-------|
| SC064                               | 416.667  | 0.000   | 10.83 |
| SC065                               | 500.000  | 0.000   | 10.83 |
| SC066                               | 64.167   | 129.167 | 10.83 |
| SC067                               | 66.667   | 20.833  | 10.83 |
| SC068                               | 0.000    | 202.500 | 10.83 |
| SC069                               | 291.60   | 8.333   | 10.83 |
| SC070 (ppm starts after 60 seconds) | 202.50   | 202.50  | 10.83 |
| SC071 (ppm starts after 60 seconds) | 478.333  | 249.167 | 10.83 |
| SC072 (ppm starts after 60 seconds) | 581.667  | 290.833 | 10.83 |
| SC073 (ppm starts after 60 seconds) | 0.000    | 208.333 | 10.83 |
| SC074 (ppm starts after 60 seconds) | 4.167    | 4.167   | 10.83 |
| SC075 (ppm starts after 60 seconds) | 8.333    | 8.333   | 10.83 |
| SC076 (ppm starts after 60 seconds) | 33.333   | 33.333  | 10.83 |
| SC077(ppm starts after 60 seconds)  | 58.333   | 58.333  | 10.83 |
| SC078 (ppm starts after 60 seconds) | 125.000  | 125.000 | 10.83 |
| SC079 (ppm starts after 60 seconds) | 166.667  | 166.667 | 10.83 |
| SC080 (ppm starts after 60 seconds) | 370.833  | 214.167 | 10.83 |
| SC081                               | 0.000    | 15.000  | 10.83 |
| SC082                               | 0.000    | 18.333  | 10.83 |
| SC083                               | 0.000    | 291.667 | 10.83 |
| SC084                               | 208.333  | 62.500  | 10.83 |
| SC085                               | 216.667  | 82.500  | 10.83 |
| SC086                               | 229.167  | 65.000  | 10.83 |
| SC087 (ppm starts after 60 seconds) | 250.000  | 108.333 | 10.83 |
| SC088                               | 304.100  | 0.000   | 10.83 |
| SC089 (ppm starts after 60 seconds) | 998.333  | 499.167 | 10.83 |
| SC090 (ppm starts after 60 seconds) | 1165.000 | 582.500 | 10.83 |
| SC091 (ppm starts after 60 seconds) | 1331.667 | 665.833 | 10.83 |
| SC092 (ppm starts after 60 seconds) | 5.833    | 5.833   | 10.83 |
| SC093 (ppm starts after 60 seconds) | 10.833   | 10.833  | 10.83 |
| SC094 (ppm starts after 60 seconds) | 66.667   | 66.667  | 10.83 |
| SC095 (ppm starts after 60 seconds) | 83.333   | 83.333  | 10.83 |
| SC096 (ppm starts after 60 seconds) | 250.000  | 250.000 | 10.83 |
| SC097 (ppm starts after 60 seconds) | 300.000  | 41.667  | 10.83 |
| SC098 (ppm starts after 60 seconds) | 300.000  | 125.000 | 10.83 |
| SC099 (ppm starts after 60 seconds) | 300.000  | 166.667 | 10.83 |
| SC100 (ppm starts after 60 seconds) | 300.000  | 300.000 | 10.83 |

## Special Service Call Charges

| Code | Type of call / destination | Price per minute                      |
|------|----------------------------|---------------------------------------|
|      |                            | Daytime / Evening / Weekend<br>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 |