

1. Service description

ISDN (Integrated Services Digital Network) is a fully integrated digital network that can be utilised for the transmission of voice, data, text, image or fax information. Data and fax transmissions are possible at far higher data rates than with conventional PSTN lines.

ISDN 30 is the generic term for Primary Rate ISDN. It is based upon a single physical connection which carries up to 30 user channels and 1 signalling channel, each having a data transmission rate of 64 Kilobits per Second. The total data transmission capacity available to the user of a primary rate connection is 1.92 Megabits per second.

Digital Access can be used to carry a mixture of exchange lines. Utilisation of the service requires a suitable PBX or multiplexor at the customer's premises.

2. Charging structure

ISDN 30e only available for new supply

ISDN 30 (DASS and Q931 / I.421) not available for new supply. For new customers or existing customers requesting new ISDN 30 service at the same or different site as from 01/12/98:

| Service | | Connection Charge |
|-------------------------------------------|--------------------------------------------|-------------------|
| | | Ex VAT |
| Unlimited KC Calls Supplement per Channel | | £0.00 |
| New line plant | Channels 1 - 10 (minimum of 6) per channel | £146.00 |
| | Channels 11 - and above per channel | £33.00 |
| Existing line plant | Channels 1 - 10 (minimum of 6) per channel | £72.00 |
| | Channels 11 - and above per channel | £33.00 |

For ISDN 30 customers with existing supply (Pre 01/12/98 - See [Note 1](#)):

| Service | | Connection Charge |
|-------------------------------------------|-----------------------------------|------------------------------------------|
| | | Ex VAT |
| Unlimited KC Calls Supplement per Channel | | £0.00 |
| ISDN 30 per channel | up to 24 channels (minimum of 15) | £33.00 |
| | number of channels 25 - 30 | £33.00 |
| DDI | | Refer to the DDI Section |
| Sub-Addressing (per 2 channels) | | £11.00 |

ISDN30e

ISDN30 when paid via direct debit

| Service | | Annual Rental Per Channel when paid by Direct Debit | | | | | |
|-------------------------------------------------|---------------------|-----------------------------------------------------|---------------|-----------------|---------------|-----------------|---------------|
| | | 1 Year Contract | | 3 Year Contract | | 5 Year Contract | |
| | | Until 31/12/25 | From 01/01/26 | Until 31/12/25 | From 01/01/26 | Until 31/12/25 | From 01/01/26 |
| | | Ex VAT | Ex VAT | Ex VAT | Ex VAT | Ex VAT | Ex VAT |
| ISDN30e Basic Line Only ¹ | 1 to 30 channels | £219.00 | £249.00 | N/A | N/A | N/A | N/A |
| | 31 to 100 channels | £219.00 | £249.00 | £212.88 | £242.88 | £203.52 | £233.52 |
| | 101 to 400 channels | £212.88 | £242.88 | £203.52 | £233.52 | £197.40 | £227.40 |
| | 400+ channels | £203.52 | £233.52 | £197.40 | £227.40 | £191.16 | £221.16 |
| ISDN30e Basic Plus Line Only ² | 1 to 30 channels | £267.00 | £297.00 | N/A | N/A | N/A | N/A |
| | 31 to 100 channels | £267.00 | £297.00 | £260.88 | £290.88 | £252.52 | £282.52 |
| | 101 to 400 channels | £260.88 | £290.88 | £252.52 | £282.52 | £245.40 | £275.40 |
| | 400+ channels | £252.52 | £282.52 | £245.40 | £275.40 | £239.16 | £269.16 |
| ISDN30e Essential Line Only* | 1 to 30 channels | £279.00 | £309.00 | N/A | N/A | N/A | N/A |
| | 31 to 100 channels | £279.00 | £309.00 | £272.88 | £302.88 | £263.52 | £293.52 |
| | 101 to 400 channels | £272.88 | £302.88 | £263.88 | £293.88 | £257.40 | £287.40 |
| | 400+ channels | £263.52 | £293.52 | £257.40 | £287.40 | £252.16 | £282.16 |

ISDN30e

ISDN30 when paid via Invoice

| Service | | Annual Rental Per Channel when paid by Invoice | | | | | |
|--------------------------------------------|---------------------|------------------------------------------------|---------------|-----------------|---------------|-----------------|---------------|
| | | 1 Year Contract | | 3 Year Contract | | 5 Year Contract | |
| | | Until 31/12/25 | From 01/01/26 | Until 31/12/25 | From 01/01/26 | Until 31/12/25 | From 01/01/26 |
| | | Ex VAT | Ex VAT | Ex VAT | Ex VAT | Ex VAT | Ex VAT |
| ISDN30e Basic Line Only | 1 to 30 channels | £231.00 | £261.00 | N/A | N/A | N/A | N/A |
| | | £256.08 | £286.08 | N/A | N/A | | |
| | 31 to 100 channels | £231.00 | £261.00 | £224.88 | £254.88 | £215.52 | £245.52 |
| | | | | £249.26 | £279.26 | | |
| | 101 to 400 channels | £224.88 | £254.88 | £215.52 | £245.52 | £209.40 | £239.40 |
| | 400+ channels | £218.52 | £248.52 | £209.40 | £239.40 | £203.16 | £233.16 |
| ISDN30e Basic Plus Line Only | 1 to 30 channels | £279.00 | £309.00 | N/A | N/A | N/A | |
| | 31 to 100 channels | £279.00 | £309.00 | £269.88 | £299.88 | £263.52 | £293.52 |
| | 101 to 400 channels | £272.88 | £302.88 | £263.52 | £293.52 | £257.40 | £287.40 |
| | 400+ channels | £263.52 | £293.52 | £257.40 | £287.40 | £251.16 | £281.16 |
| ISDN30e Essential Line Only* | 1 to 30 channels | £291.00 | £321.00 | N/A | N/A | N/A | N/A |
| | | 322.68 | £352.68 | | | | |
| | 31 to 100 channels | £291.00 | £321.00 | £284.88 | £314.88 | £275.52 | £305.52 |
| | | £322.68 | £352.68 | | | £305.50 | £335.50 |
| | 101 to 400 channels | £284.88 | £314.88 | £275.52 | £305.52 | £269.40 | £299.40 |
| | | £315.89 | £345.89 | | | | |
| | 400+ channels | £275.52 | £305.52 | £269.40 | £299.40 | £263.16 | £293.16 |
| | | | | | | | |

¹ Inclusive calls apply to directly dialled calls only. Includes calls to charge bands K and A1. ISDN data calls are specifically excluded, along with calls to Charge band: L. Subject to Fair Usage Policy.

² Inclusive calls apply to directly dialled calls to 01, 02 & 03 numbers only. Local ISDN data calls are specifically excluded, along with calls to Charge band: L. Subject to Fair Usage Policy.

* When taking Essential this must be applied to all your ISDN channels

Call Charges

Local: Same as normal telephony (per channel)

National: Same as normal telephony (per channel)

International: Please see **International ISDN data call charges**

Separate call charges will apply for data calls across the KC network, for details please [click here](#).

These calls are;

- Subject to a set up charge per call
- Timed to the next whole minute
- Total call charges are to the next whole penny (Ex. VAT)

We may increase charges at any time. If we do you will be able to cancel your agreement during the 30 day period after we announce the change and you won't have to pay any early termination fees.

3. Sub-addressing

Available only on ISDN 30e

Minimum order is 2 channels and the connection charge will apply to every additional request made, e.g. a customer requests 10 channels for sub-addressing. The connection charge would be £11.00 exc. VAT (£13.20 Inc. VAT) and an annual rental of £60.00 exc. VAT (£72.00 Inc. VAT). If the customer requires a further 4 channels, the connection charge of £11.00 exc. VAT (£13.23 Inc. VAT) would be applied again and an additional rental of £24.00 exc. VAT (£28.80 Inc. VAT), total annual rental of £84.00 exc. VAT (£100.80 Inc. VAT).

4. Removal or changes of existing configuration and rebuild to ISDN 30 services

Reconfiguration is used to change the attributes of channels already installed. In particular where the customer may want to:-

- Change of digital directory number
- Change of channels between Direct Dialing In and non DDI or vice versa, where DDI already exists at the installation
- Change channel terminations between different 2Mbit/sec systems on the same installation
- Change channels from both way to incoming only or outgoing only and vice versa
- Provision of diverse and alternate routing on existing channels
- DN added to a DDI range
- Remove existing configuration and rebuild
- Apply Type 5 Presentation Number^

These changes will attract the following per occurrence costs:

| Installation Size | Ex VAT |
|-------------------|---------|
| 0 – 15 Channels | £53.00 |
| 16 – 30 Channels | £108.00 |
| 31 – 60 Channels | £164.00 |
| 61+ Channels | £215.00 |

^ 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 as above to reflect changes to existing configuration on ISDN30 services. The application of Type 5 Presentation requires the customer to sign an agreement which confirms they will comply with legal requirements embodied 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 that generates an excessive or unexpected call charge. KCOM customers are required to sign such an agreement upon their request for Type 5 presentation.

5. Conversion To ISDN 30e signalling type

The following charges apply from other signalling types to ISDN30e

| Installation Size | Ex VAT |
|-----------------------------------------------|---------|
| Per channel (up to and including 60 channels) | £11.00 |
| 61+ Channels | £646.00 |

Customers on a 12 month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.