KCOM SMB SIP Lines

1. SIP Lines Overview

KCOM SMB SIP Lines is an IP-based voice solution delivered using SIP technology. It is made up of a number of SIP channels which is dependent on the number of simultaneous calls required. The service is delivered to your business premises over KCOM FTTP connections. SIP Lines can be connected to most major PBX vendor telephone systems, provided that they are compatible with our SIP Line platform. For businesses with legacy TDM PBX based telephony systems, an approved Media Gateway will also be required.

2. Connection charges

Item Description	One Off Charge (per customer)
	Ex VAT
Service Connection Charge	£240.00

3. Rental Charges

Item Description	Annual Rental Per Channel when paid by Direct Debit			
	PAYG	Lite	Mid	Extra
	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Committed SIP-T Channel Rental	£120.00	£138.00	£156.00	£168.00
Burstable SIP-T Channel – Standby Rental	£30.00	£30.00	£30.00	£30.00
Burstable SIP-T Channel – Used Rental	£190.00	£190.00	£190.00	£190.00
DDI Numbers	Refer to the DDI Section			
	Inclusive calls per channel			
UK National calls	0	500 Minutes	1000 Minutes	2000 Minutes
UK Mobile calls	0	250 Minutes	500 Minutes	1000 Minutes

If you exceed the limits of a package with an inclusive call allowance, you will pay our standard rates for calls in excess of the inclusive call allowance until the end of the relevant month.

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)

There are two parameters for on-demand SIP channels:

- Committed channels
  - o The number of channels that have been purchased
- Burst channels
  - o The number of channels over the committed channels that have been purchased. This figure is expressed as a percentage of the committed channels. Percentage allowances are 10%, 20% and 30%.

4. Contract length

The minimum contract length is 12 months.

5. Removal or changes of existing configuration and rebuild to SIP-Trunking

Reconfiguration is used to change the attributes of an existing service. In particular where the customer may want to:-

- □ Add, Change, Delete call capacity i.e. SIP channels (subject to available bandwidth)
- □ Add, Change or Delete another site
- □ Add, Change or Delete a digital directory number
- □ Provision of diverse and alternate routing on existing lines
- □ Add more numbers to the service (eg. DN added to a DDI range)
- □ Remove existing configuration and rebuild
- □ Add Type 5 CLI Presentation Number – (note 1)

These changes will attract the following per occurrence costs:

Installation Size	Per Occurrence
	Ex VAT
0 – 60 SIP Trunks	£53.00
61+ SIP Trunks	POA

6. Migration from ISDN Services

Where SIP Lines are used to replace existing ISDN services it should be noted that not all supplementary services are available on SIP Lines. The table below is a comparison between SIP Line and ISDN calling features.

ISDN Service	Enterprise SIP Line Service
Anonymous Caller Rejection	Not Available
Call Deflection	Not Available
Call Forwarding on busy	Not Available
Call Forwarding on no reply	Not Available
Call Forwarding unconditional	Not Available
Call Hold	Not Available
Call Waiting	Not Available
Calling Line Identification Presentation	Available
Calling Line Identification restriction	Not Available
Connected Line Identification Presentation Internet working with ISDN services with ETSI Support Internet working with PSTN CDS Caller display services	Not Available
Connected Line Identification Restriction	Not Available
Direct Dialling	Not Available
Incoming Call Barring	Not Available
Malicious Call Identification	Not Available
Multiple Subscriber Numbers	Not Available
Outgoing Call Barring	Not Available
Presentation Number Internet Working with PSTN CDS (Caller Display Services)	Not Available
Sub addressing Internet working with ISDN Services with ETSI Support	Not Available
Terminal Portability	Not Available
Trunk/Line Hunting	Not Available

Notes

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(1)	The application of Type 5 CLI 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 CLI presentation.