



SmartComms Unified Communications (UC)

Service overview

SmartComms UC is a hosted telephony service offering a future proof solution. It is simple and easy to use and available to businesses that have as few as two or three employees through to large enterprises with thousands and expanding to add more users is simple. SmartComms UC can provide all the desktop telephones, as well as the inbound and outbound calls. Mobile devices and tablets can be integrated with the service along with cloud-based applications like call recording which are accessible regardless of location.

Our choice of bundles including licences, minutes and a handset make the buying process as easy as possible.

Bundle package charges (with handset)

The following bundle packages are available which combine the following items:

- A handset
- A user licence
- A minute bundle

The pricing below is for customers with two or more users per month.

Package Name	Functional	Fixed Light	Fixed Extra	Fixed Unlimited	Mobility Light	Mobility Extra	Mobility Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
12 Month term	£12.99	£14.49	£14.99	£16.99	£15.49	£16.99	£18.99
24 Month term	£11.99	£13.49	£13.99	£15.99	£14.49	£14.99	£16.99
36 Month term	£10.99	£12.49	£12.99	£14.99	£13.49	£13.99	£15.99
48 Month term	£9.99	£11.49	£11.99	£13.99	£12.49	£12.99	£14.99
60 Month term	£8.99	£10.49	£10.99	£12.99	£11.49	£11.99	£13.99
Inclusive handset	Polycom VVX250 or Yealink W73P	Polycom VVX250 or Yealink W73P	Polycom VVX250 or Yealink W73P	Polycom VVX250 or Yealink W73P	Polycom VVX250 or Yealink W73P	Polycom VVX250 or Yealink W73P	Polycom VVX250 or Yealink W73P
User Licence	Functional User	Fixed User	Fixed User	Fixed User	Mobile User	Mobile User	Mobile User
Inclusive minutes per user per month	None*	150 Minutes* to UK Landlines & 150 minutes* to UK mobiles	1500 Minutes* to UK Landlines & 1500 minutes* to UK mobiles	Unlimited minutes to UK landlines and UK mobiles	150 Minutes* to UK Landlines & 150 minutes* to UK mobiles	1500 Minutes* to UK Landlines & 1500 minutes* to UK mobiles	Unlimited minutes to UK landlines and UK mobiles

*Out of bundle minutes are charged at standard SmartComms UC tariff rates (SC02)

The above packages do not include any engineering charges, training, router or access equipment.



Bundle package charges (without handset)

The following bundle packages are available which combine the following items:

- A user licence
- A minute bundle

Please note that the service will only work correctly with an approved KCOM provided SmartComms UC handset.

The pricing below is for customers with two or more users per month.

Package Name	Functional	Fixed Light	Fixed Extra	Fixed Unlimited	Mobility Light	Mobility Extra	Mobility Unlimited
	Ex VAT	Ex VAT	Ex VAT		Ex VAT	Ex VAT	
12 month term	£7.99	£9.49	£9.99	£11.99	£10.49	£10.99	£13.49
24 month term	£7.49	£8.99	£9.49	£11.49	£9.99	£10.49	£12.99
36 Month term	£6.99	£8.49	£8.99	£10.99	£9.49	£9.99	£12.49
48 month term	£6.49	£7.99	£8.49	£10.49	£8.99	£9.49	£11.99
60 Month term	£5.99	£7.49	£7.99	£9.99	£8.49	£8.99	£11.49
User Licence	Functional User	Fixed User	Fixed User	Fixed User	Mobile User	Mobile User	Mobile User
Inclusive minutes per User per month	None*	150 Minutes* to UK Landlines & 150 minutes* to UK mobiles	1500 Minutes* to UK Landlines & 1500 minutes* to UK mobiles	Unlimited minutes to UK landlines and UK mobiles	150 Minutes* to UK Landlines & 150 minutes* to UK mobiles	1500 Minutes* to UK Landlines & 1500 minutes* to UK mobiles	Unlimited minutes to UK landlines and UK mobiles

*Out of bundle minutes are charged at standard SmartComms UC tariff rates (SC2020)

The above packages do not include any engineering charges, training, router or access equipment.

Connection charges

Item description	One Off Charge			
	2-49 Lines	50-199 Lines	200-499 Lines	500+ Lines
	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Service Connection Charge (per user)	£35.00	£25.00	£15.00	£13.50
Additional costs identified at time of installation	To be quoted as part of customer quote/proposal			



User licences

Item Description	Contract Duration	Charge Per Seat Per Month
		Ex VAT
SmartComms UC Functional User ^{1,2}	12 Months	POA
	24 Months	
	36 Months	
	48 Months	
	60 Months	
SmartComms UC Fixed User ²	12 Months	POA
	24 Months	
	36 Months	
	48 Months	
	60 Months	
SmartComms UC Mobile User ²	12 Months	POA
	24 Months	
	36 Months	
	48 Months	
	60 Months	

1. Voice Mail feature is not available with Functional User License, it comes as standard with Fixed and Mobile User Licenses

2. Router and access equipment is bundled within the User monthly license fee

Optional user features

Item description	Charge Per Seat Per Month
	Ex VAT
Busy lamp field (per licence) ^{3,4}	£1.00
Voice recording user	£4.99
Call centre agent	£5.99
Call centre supervisor	£10.99
Reception console enterprise (Per Licence)	£69.99
Reception console SMB (Per Licence)	£9.99
Fax messaging (per licence)	£3.99
Webex - Softphone	£1.99
Webex – Basic	£2.99
Webex – Standard	£4.99
Go integrator DB (per licence)	£5.99
Go integrator lite (per licence)	£1.99
Go TAPI (per licence)	£2.49

3. Busy Lamp Field licence feature is not available with Functional User licence

4. For Busy Lamp Field (BLF) operation, additional Expansion Panel hardware for each BLF monitoring user may be required

5. Webex – Softphone licence feature is not available with Functional User licence

6. Webex – Basic licence feature is not available with Functional User licence

7. Webex – Standard licence feature is not available with Functional User licence



Optional site features

Item Description		Charge Per Site Per Month
		Ex VAT
Site Licence (Optional Features)	1 st Auto Attendant**	£0.00
	2 nd and subsequent Auto Attendant**	£5.99
	Hunt Group Plus**	£0.00
	Call Centre ACD Plus**	£9.99
	My Room Bridge	£0.00
	Voice Recording 30 Day storage	£0.00
	Voice Recording 180 Day Storage (per GB)	£5.99
	Voice Recording 7 Year Storage (per GB)	£8.99

**Calls are charged at standard SmartComms UC tariff rates (SC2020)

Optional Company features

Item Description		One Off Set up Charges
		Ex VAT
Company Licence (Call Analytics)	Call Analytics - iCS Insight Set-Up	£14.99
	Call Analytics - iCS Report Set-Up	£29.99
	Call Analytics - iCS Report Premier Set-Up	£44.99
Item Description		Charge Per Site Per Month
		Ex VAT
Company Licence (Call Analytics)	Call Analytics - iCS Insight Supervisor	£3.99
	Call Analytics - iCS Insight - Monitored User	£0.49
	Call Analytics - iCS Report Supervisor	£4.99
	Call Analytics - iCS Dashboard Supervisor	£2.99
	Call Analytics iCS Report - Monitored User	£0.99
	Call Analytics iCS Report - Console User	£2.49
	Call Analytics - iCS Report Premier Supervisor	£13.99
	Call Analytics - iCS Dashboard Supervisor	£2.99
	Call Analytics iCS Report Premier - Monitored User	£1.49
	Call Analytics iCS Report Premier - Contact Centre Agent	£5.99
	Call Analytics iCS Report - Console User	£2.99

Telephones and desktop devices

	Outright Purchase	Monthly Rental				
		12 Month contract	24 Month contract	36 Month Contract	48 Month contract	60 Month contract
		Ex VAT				
Cisco Devices⁸						
ATA Option – Cisco SPA112	£75.00	£7.00	£5.50	£4.50	£3.50	£3.25
Polycom Devices⁸						
Handset – Polycom VVX250	£84.00	£8.25	£7.00	£5.00	£4.50	£3.75
Handset – Polycom VVX450	£138.00	£13.75	£11.00	£8.00	£7.00	£6.00
Handset – Polycom VVX601	£209.00	£20.00	£17.00	£11.50	£10.00	£8.75
Expansion Panel – Polycom LCD	£147.00	£14.75	£12.50	£9.50	£7.50	£6.50
Expansion Panel – Polycom Paper	£69.00	£8.25	£6.50	£6.00	£4.50	£3.75
Polycom USB Camera (VVX601 only)	£89.00	£11.00	£8.00	£6.00	£4.50	£3.75
Conference Phone - Polycom 8300	£369.00	n/a	n/a	n/a	n/a	n/a
Conference Phone - Polycom 8500	£719.00	n/a	n/a	n/a	n/a	n/a
Conference Phone - Polycom 8800	£979.00	n/a	n/a	n/a	n/a	n/a
Conference Phone - Polycom 8500 – PSU	£114.00	n/a	n/a	n/a	n/a	n/a
Conference Phone - Polycom 8800 - PSU						
Yealink Devices⁸						
Headset – Yealink T43U	£86.00	n/a	n/a	n/a	n/a	n/a
Headset – Yealink T46U	£140.00	£13.75	£11.00	£8.00	£7.00	£6.00
Headset – Yealink T48U	£220.00	£20.00	£16.00	£11.50	£9.50	£8.50
Expansion Module: EXP43	£102.00	£11.00	£8.00	£6.00	£5.00	£4.50
DECT – Yealink W73P – includes base station	£115.00	£9.95	£7.95	£6.25	£5.50	£4.75
DECT – Yealink W73H – handset only	£72.00	n/a	n/a	n/a	n/a	n/a
Ruggedised DECT – Yealink W59R – handset only	£150.00	n/a	n/a	n/a	n/a	n/a
Conference Phone – Yealink CP925	£357.00	£45.00	£39.00	£34.00	£22.00	£20.00

8. Devices are also available on a purchase outright option. Devices sold outright are covered by the manufacturer's warranty only

Headsets and consumables

Item Description		Outright Purchase
		Ex VAT
Headsets	Jabra BIZ 2300 - Mono NC/Phone	£69.00
	Jabra BIZ 2300 - Duo NC/Phone	£84.00
	Jabra BIZ 2300 - Mono NC/USB	£69.00
	Jabra BIZ 2300 - Duo NC/USB	£84.00
	Jabra PRO 920 - Mono for Polycom	£149.00
	Jabra PRO 920 - Duo for Polycom	£165.00
	Jabra PRO 920 - Mono for Yealink	£149.00
	Jabra PRO 920 - Duo for Yealink	£165.00
	Jabra Motion UC MS Plus	£124.00
	Jabra Speak 510	£109.00
Headset Peripherals	Yealink Bluetooth Adaptor BT40	£40.00
	Yealink Electronic Hook-flash Unit	£45.00



Service Level Agreement (SLA) - Repair

Item Description ⁹			Monthly Charge Per Access Line
			Ex VAT
SLA	BusinessCare	DSL connection	£0.00
	BusinessCare Plus	Line upgrade for DSL	£4.00
		Ethernet or Lightstream connections	£0.00

9. SmartComms UC is delivered over DSL access comes with BusinessCare as standard which can be upgraded to BusinessCare Plus for incremental payment. SmartComms UC based on fibre connections, i.e. Ethernet, are provided with BusinessCare Plus as standard at zero charge. BusinessCare Plus is only available on the Access Network, and not for individual SmartComms UC users.

Engineering charges

Item Description		Charge Frequency	One-Off Charge
			Ex VAT
Voice Readiness Assessment ¹⁰	2-9 Users (lite)	Per Instance Per Site	£429.00
	10-19 Users (lite)		£500.00
	20-39 Users (lite)		£571.00
	40+ Users		Subject to quote
Internal Move (single move) - Plus Labour Charge per Hour ¹¹		Per Instance	£100.00
External Move (single move) ¹²			Subject to Quote
Customer-site cabling/single outlet (90 metre rule applies) ¹³		Per Install	£50.00
Customer-site cabling/double outlet (90 metre rule applies) ¹³			£70.00
Customer-site other engineering work			Subject to quote
Recovery of CPE equipment - Plus Labour Charge per Hour ¹⁴		Per Instance Per Site	£100.00
Engineer site visit to install additional/replacement CPE - Plus Labour Charge per Hour			£100.00

10. Voice Readiness Testing - relates to measurement of LAN traffic performance.
11. Internal Moves relate to physical moves rather than programming changes and this usually requires a visit from a KCOM engineer. If a new extension was needed or if a socket had to be moved it would be classed as a move rather than a change. (Includes visit charge).
12. External Moves relate to physical moves rather than programming changes and this usually requires a visit from a KCOM Engineer. The move applies to where a line is relocated within the same site but moved onto a different distribution or where a line is relocated to a completely different site. It should be recognised that "access-connection" could be either PDSL or Ethernet and the service viability/costs etc. dependent upon variables pertaining to the two respective technologies - hence the use of the standard connection charge to deal with either eventuality
13. Charges are for additional/new CAT5 outlets (subject to survey/separate quote). 90 metre rule applies which is distance from patch panel to location of handset/device.
14. Assumes that customer has gathered all related equipment ready for collection, otherwise additional time to recover equipment will be chargeable at standard engineering rates



Moves and changes

Item Description		One-Off Charge
		Ex VAT
In-life service change	Simple Change (< 10 changes) ^{15,16}	£15.00
	Simple Change (>10 changes) ^{15,17}	£10.00
	Complex Change ¹⁸	Subject to Quote
	Change of Handset	Subject to Quote

15. Simple change (compared to Complex changes – (see note 21) encompasses changes which generally be undertaken directly by KCOM personnel accessing initial platforms. Includes changes such as: (i) change of customer feature (block/unblock), (ii) Change of Site or User Add-on feature, etc.
16. Chargeable per transaction - single request containing < 10 changes/transactions
17. Chargeable per transaction - single request containing > 10 changes/transactions
18. Complex changes are those requiring involvement of a KCOM Engineer/Engineer/another third-party organisation engineer and/or a visit of a KCOM Field Engineer to the customer site. A 'complex change' will apply for changes other than the list of MACDs identified for 'simple changes' or requested changes identified by KCOM Pre-Sales, Engineering or another team.

Number management

	Set-Up Charge	Annual Rental
	Ex VAT	Ex VAT
SmartComms Number Break-Out	£12.00	£18.00
New Number Allocation	£0.99	N/A
Single Line Number Port ¹⁹	£5.00	N/A
Multi line Number Port ^{19,20}	£50.00	N/A

19. All porting requests must have a completed Letter of Authority (LOA) printed on the customer's Letterhead paper and signed by the customer.
20. Multiline is defined, as any service with more than one line, i.e. Auxiliary working lines, ISDN 2e MSN or DDI numbers, and ISDN30e DDI numbers

Lost/Damaged equipment charge²¹

Where Customer Premises Equipment is supplied to the customer under a Rental Contract, and is lost or damaged through any means, the customer will be charged at the current Market Rate (% of new equipment cost) on the termination date of the Contract.

21. Charge on rental equipment for equipment which is not available for collection at end of contract or is damaged to the extent it cannot be refurbished

Training options²²⁻²⁸

End User

Item Description	2-9 Lines	10-19 Lines	20-29 Lines	30-39 Lines	40-99 Lines	100-199 Lines	200-499 Lines	500+ Lines
Introductory Training Overview	Subject to Quote	1 Free Training Session	1 Free Training Session	2 Free Training Sessions	3 Free Training Sessions	4 Free Training Sessions	5 Free Training Sessions	Subject to Agreement



Item Description	Ex VAT
Customer Tailored course	£250.00
Reception Console	£300.00
System Administration (Compulsory for Customer Access)	£300.00

22. Training fees are based on courses being held in/adjacent to Hull. Other locations may incur a supplementary fee, provided at time of enquiry to cater for travelling and other expenses
23. The service comes with user documentation, located on the service portal, about elements of the service (* functions, toolbar, softphone). The Introductory Overview course is intended as an alternative/supplement to these documents
24. Free training course (Up to 1 hour) before or on date of installation (10 delegates trained at same time) - at customer site or KCOM training facility at Carr Lane, Hull.
25. Additional introductory sessions can be provided at £150 per session - at customer site or KCOM training facility in Hull
26. Courses tailored to specific customer requirements (e.g. including user features, softphone, but excluding Reception Console) up to 2 hrs. duration (up to 12 delegates) - at customer site or KCOM training facility at Carr Lane, Hull
27. Setup, features and usage of reception console, up to 3 hrs. duration (2 delegates) - at KCOM training facility at Carr Lane, Hull
28. Training delivered at other locations, outside of Hull & East Yorkshire may incur a supplementary fee, provided at time of enquiry to cater for travelling and other expenses

Early termination charges

Item Description	
Early cancellation of contract	50% of monthly charges on remaining contract
Contract Downgrade	25% of monthly charges on remaining contract

Call charges

Tariff SC2020	Anytime	
	Call Set-Up	Call Charge
	Pence per Call	Pence per Minute
	Ex VAT	Ex VAT
SmartComms UC-to-SmartComms UC	0.00	0.00
Local	0.00	2.00
National	0.00	2.00
Mobile ³³	0.00	7.00
Other UK 'Special Numbers	See Notes ²⁹	
International	See Notes ³⁰	
International Mobile	See Notes ³⁰	

29. Service Number Rates as per existing Basic Tariff Rates

30. International and International Mobile Rates as per existing Basic Tariff Rates -

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)