

## Operator Services - UK

### 1. Service Description

KCOM Operators' handle around 16,000 calls per day of a varying nature. The operators provide many services including emergency calls, Directory Enquiries and several others, which are outlined below.

Directory Enquiries		Number To Dial	DQ Band
Local enquiries	3 searches available per call	197	DQ00
National enquiries	3 searches available per call	118288	DQ151

For charges for DQ79 (Local directory enquiries) & DQ74 (National directory enquiries) [click here](#)

\* Other numbers are available; [click here](#) for details.

### 2. Operator Assistance

Assistance in placing a call (including payphones)

National	100
International	155
Request Freephone Name/Order Charge Advice	100

### 3. Charging Structure

Normal operator charge applies to: a call you choose not to dial yourself; any special service; a call where the customer gets no reply or the engaged tone but the operator subsequently connects the call. This charge takes into account the additional operator costs involved, which are higher during the cheap rate period.

Reverse Charge Calls

Dialling 100 allows the customer to make a national reverse charge call through the operator for which there is a surcharge. In both options the person receiving the call pays the costs.

Reverse charge calls which originate outside the KCOM area are charged at the originating operator's rate.

999 Emergency Calls

Priority transferral to the appropriate service - fire, ambulance, police etc...

Advice of Charge & Duration Calls

This is only available in conjunction with operator assisted calls. The operator can advise an individual on cost and duration of calls. This service is useful if the call needs to be charged to another person.

### 4. Customers with Additional Requirements

Blind and disabled people who are unable to use the telephone directories can apply for exemption from charges for calls to Directory Enquiries. Customers who may be eligible for exemption should call the registration service for an application form.

To register as blind - 01482 602 555

There is a Minicom Operator service for people with hearing difficulties.

Minicom Users - 320101

#### Intercept Calls

This service comprises of the operator connecting all incoming calls. It is useful when someone is receiving malicious or nuisance phone calls. This service is free and is normally for the duration of two weeks.

#### Personal Calls

This service involves the operator contacting a specified person on your behalf. When the specified person is contacted the operator connects both parties. An additional fee is payable for this service whether the person required is found or not.

#### Fixed Time Call

This service is available through the operator and it allows the caller to book a call at a fixed time. When this time arrives the operator contacts the customer and connects the call.

#### Call Charges

##### Operator Connected UK Calls

Residential, Business & Payphone Lines (excluding Public Payphones)

Code	Type of call / destination	<u>Charge In Pence Per Minute For First 3 Minutes *</u>					
		Daytime		Evening		Weekend	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
K	KCOM Call	45.00	54.00	<u>44</u> ¨	52.80	<u>44</u> ¨	52.80
A1	Regional to Adjacent Exchange	45.00	54.00	<u>44</u> ¨	52.80	<u>44</u> ¨	52.80
A2	Regional up to 56 km (35 miles)	66.00	79.20	63.00	75.60	60.00	72.00
B	National Destinations	66.00	79.20	63.00	75.60	60.00	72.00
IR	Irish Republic	57.00	68.40	51.00	61.20	45.00	54.00
S18	Special Services: Basic Rate	45.00	54.00	<u>44</u> ¨	52.80	<u>44</u> ¨	52.80
S23	Pagers & Voice Message Services	66.00	79.20	63.00	75.60	60.00	72.00
S24	Higher Rate Services	66.00	79.20	63.00	75.60	60.00	72.00

Code	Type of call / destination	Charge In Pence Per Minute For First 3 Minutes *			
		Daytime		Evening & Weekend	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
MB01 - MB06	Mobile Telephones	153.00	183.60	129.00	154.80
MB07 - MB08	Mobile Telephones	45.00	54.00	44.00	52.80
NF	Number Free of Charge	Free	Free	Free	Free
PN01	Personal Numbering Services	153.00	183.60	129.00	154.80
PN02	Personal Numbering Services	93.00	111.60	81.00	97.20
PN03	Personal Numbering Services	153.00	183.60	129.00	154.80
PN04	Personal Numbering Services	153.00	183.60	129.00	154.80
PN05	Personal Numbering Services	153.00	183.60	129.00	154.80
PN06	Personal Numbering Services	153.00	183.60	129.00	154.80
PN07	Personal Numbering Services	153.00	183.60	129.00	154.80
PN08	Personal Numbering Services	153.00	183.60	129.00	154.80
PN09	Personal Numbering Services	153.00	183.60	129.00	154.80
PN13	Personal Numbering Services	153.00	183.60	153.00	183.60
PN14	Personal Numbering Services	153.00	183.60	153.00	183.60
PS04	Premium Rate Services	147.00	176.40	120.00	144.00
S1	Information Services	69.00	82.80	69.00	82.80
S10	Message Services	90.00	108.00	69.00	82.80

\* Calls are timed to the next minute after an initial 3 minute charge at 1/3 of the rate shown.

\*\* Calls are timed to the next minute after an initial 4 minute charge at 1/4 of the rate shown.

For time periods - see **below**. For charging purposes the change over time for time periods is accurate to plus or minus one second.

Calls made to mobile telephones

Calls are chargeable whether they are answered by the dialled number or by the mobile operator.

The latter may occur under the following circumstances

- i. The mobile remains unanswered after 45 seconds.
- ii. The mobile is switched off or is out of range.
- iii. The call is diverted when the subscriber is using a Call Divert Facility.

Operator Controlled UK Special Services from Ordinary Lines

	Price in Pence
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	Ex VAT	Inc. VAT
Advice of Duration of Call and Charge (per call)	95.00	114.00
Transferred Charge Call (payable by called party)	70.00	84.00
Personal-Call ~ Local & National	175.00	210.00
Speaking Clock (123)	21.28	25.54
Fixed Time Call	175.00	210.00
Bulk Directory Enquiry, minimum of 10 numbers, fax only	10.00	12.00

#### Operator Connected UK Calls Dialed from Payphones (Owned or Managed by KCOM)

The minimum call charge from KCOM public payphones for operator assisted calls is 40p, which will purchase two 10p units of time, and includes a set-up charge of 20p. Thereafter call time is purchased in 10p units.

Code	Type Of Call / Destination	Operator Connected Calls
K	KCOM (calls to KCOM customers)	10p for each 184 Secs or part

Code	Type Of Call / Destination	Charge In Pence For Each 3 Minutes (Or Part)			Equivalent PPM Rate		
		Daytime	Evening	Weekend	Daytime	Evening	Weekend
A1	Regional to Adjacent Exchange	78	78	78	26.10	26.10	26.10
A2	Regional up to 56 km (35 miles)	117	108	108	39.15	35.89	35.89
B	National Destinations	127	117	108	42.41	39.15	35.89
IR	Irish Republic	235	176	176	78.30	58.72	58.72
NF	Number Free of Charge	No charge to caller					
MB01-MB06	Mobile Telephones	284	225	225	94.61	75.04	75.04
MB07-MB08	Mobile Telephones	284	225	225	94.61	75.04	75.04
PN01	Personal Numbering Services	127	117	108	42.41	39.15	35.89

PN02	Personal Numbering Services	186	147	137	61.99	48.94	45.67
PN03	Personal Numbering Services	284	225	225	94.61	75.04	75.04
PN04	Personal Numbering Services	284	225	225	94.61	75.04	75.04
PS04	Premium Rate Services	284	225	225	94.61	75.04	75.04
PN05	Personal Numbering Services	284	225	225	94.61	75.04	75.04
PN06	Personal Numbering Services	284	225	225	94.61	75.04	75.04
PN07	Personal Numbering Services	284	225	225	94.61	75.04	75.04
PN08	Personal Numbering Services	284	225	225	94.61	75.04	75.04
PN09	Personal Numbering Services	284	225	225	94.61	75.04	75.04
S10	Message Services	127	117	108	42.41	39.15	35.89
S18	Special Services: Basic Rate	78	78	78	26.10	26.10	26.10
S23	Pagers and Voice Messaging Services	117	108	108	39.15	35.89	35.89
S24	Higher Rate Services	117	108	108	39.15	35.89	35.89

For time periods - see **below**

It is not possible to make operator connected calls from some renters' Payphones

If a Transferred Charge Call is made from a Payphone the total charge comprises the transfer charge fee plus a duration charge based on Normal Operator Charges for calls made from Payphones. Charge payable by called party.

Premium Rate Calls are not available through the operator.

Time Periods

Daytime Rate	Monday ~ Friday 7am ~ 7pm
Evening Rate	Monday ~ Friday, before 7am and after 7pm
Weekend Rate	All Day Saturday and Sunday