

## KCOM Consumer Phone-Only Service

### Introduction

Consumer customers can opt for a Phone-Only Service from KCOM and then choose to add a range of Call bolt-ons to suit their needs.

### Contract term

The standard contract length is 12 months for these packages. Early termination fees apply; please see the early termination fees section of this document.

### Price

Consumer Phone-only Service	Monthly Rental (Inc. VAT)
	Inc. VAT
Cash/Cheque	£12.49
Direct Debit	£11.99

### Chargeable call information

Calls to KCOM network customers (Band K)

Code	Call Type	Pence Per Minute, at all times (Inc. VAT)
K	Calls to KCOM network	5.00
K	ISDN data calls only	5.00

Calls to 01482 385000 (Band L)

Code	Call Type	Pence Per Minute, at all times (Inc. VAT)
L	01482 385000	13.00

Other chargeable calls

Code	Call Type	Pence Per Minute, at all times (Inc. VAT)
A1	Calls to Adjacent Area	5.00
A2	Regional up to 56km (35 miles)	13.00
B	National Destinations	13.00

[Click here](#) for details of geographic area codes.

## UK Mobile Calls

Calls to UK mobile destinations will be charged at Daytime and Evening rates 7 days a week, with the exception of UK calls made to KCOM Mobile numbers, which are free of charge:

Code	Call Type	Pence Per Minute, at all times (Inc. VAT)
MB01	UK Mobile	17.00
MB02	UK Mobile	30.00
MB03 - MB17	UK Mobile	17.00

## International Calls

Calls to international destinations will be charged at the KCOM plan rate.

All call types quoted above are:

- subject to a 20p (Inc. VAT) set up charge per call
- timed to the next whole minute and
- total call charges are rounded to the next whole penny (Ex. VAT)

Time Periods for calls made from are as per below unless otherwise stated.

Daytime (peak)	Monday to Sunday, 7am-7pm
Evening (off peak)	Monday to Sunday, 7pm-7am
Weekend	Saturday and Sunday, All Day

## Calls to Service Numbers (numbers starting 084, 087, 09 and 118)

Calls to Service Numbers consist of a pence per minute Access Charge from KCOM, plus a Service Charge set by the company you call. Details of the Service Charge band that applies to each number range can be found [here](#) and pricing for each band here.

## Personal Numbering Services (numbers starting 070)

Personal Numbering Services are used as a “follow me” service, where calls are diverted from another number. These numbers begin with the digits 070. They services are provided by a Personal Number Service Provider and calls to these numbers are charged at rates which are normally above standard call charges. Details of charges for calls to personal numbering services can be found [here](#).

## Call bolt-ons

**Consumer Phone Bolt-ons** can be taken with KCOM Consumer Phone-only Service.

These bolt-on's can be found in the call bolt-on section of the price manual

All prices include VAT. Minimum bolt-on subscription is one month and they can be cancelled at any time giving a months' notice. If a Phone-only Service is cancelled, the subscription to any selected Call bolt-ons will also end.

## Early termination fees

Consumer Phone-only Service	£0.67
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These charges will apply for each month remaining on the contract and do not attract VAT.