

## KCOM Consumer Phone-Only Service

### Introduction

Residential customers can opt for a Phone-Only Service from KCOM, with a range of Call bolt-ons available to suit their needs.

For those taking the KCOM Consumer Phone-Only Service without a Call Bolt-on (for more information about Call Bolt-Ons, [click here](#)), unlimited anytime Local Calls are included free of charge. All other calls will be chargeable if a bolt-on isn't taken

If you are moving address and wish to take your KCOM services to your new address, we recommend giving as much notice as possible to minimise disruption to service.

### Contract term

The standard contract length is 12 months for these packages. Early Termination Fees are charged per month remaining in contract. Please note that the KCOM Consumer Phone-Only Service requires a 30-day cancellation notice for full cease of service(s).

### Pricing Information

Billing is on a monthly basis – quarterly billing is not available.

Paper billing is included free of charge for KCOM Phone-Only customers – please note that if a broadband service is taken later, paper billing becomes chargeable at £2.50 per month.

| Consumer Phone-only Service | Monthly Rental<br>During minimum contract term | Monthly Rental<br>After minimum contract term |
|-----------------------------|--|---|
|                             | Inc. VAT                                       |   |
| Direct Debit                | £11.99   | £12.99  |
| Cash/Cheque                 | £12.49   | £13.49  |
|                             |  |   |
| Early Termination Fee       | £0.80  | -   |
| Message Minder              | £2.00  |   |
| Reject Withheld Number      | £2.50  |   |

Please note Consumer Phone-only is not subject to an annual CPI price plus 3.9% price increase.

## Chargeable call information

Calls to KCOM network customers (Band K)

| Area                               | Code              | Pence Per Minute, at all times (Inc. VAT) |
|------------------------------------|-------------------|---|
| KCOM Local                         | K                 | 15.00                                     |
| KCOM Local Adjacent                | A1                | 15.00                                     |
| National UK numbers (01 / 02 / 03) | B                 | 15.00                                     |
| UK Mobiles                         | MB01, MB03 - MB17 | 18.00                                     |
|                                    | MB02              | 30.00                                     |

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

Calls made to KCOM Mobile numbers are free of charge.

Calls made to Hull City Council numbers 01482 300300 and 01482 300303 will not be charged

### International Calls

Calls to [international destinations](#) will be charged at the KCOM plan rate.

**All call types quoted above are:**

- **subject to a 23p (Inc. VAT) set up charge per call**
- **timed to the next whole minute**
- **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.

|                           |                              |
|---------------------------|------------------------------|
| <b>Daytime (peak)</b>     | Monday to Sunday, 7am-7pm    |
| <b>Evening (off peak)</b> | Monday to Sunday, 7pm-7am    |
| <b>Weekend</b>            | 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-call 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. The 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.

Information about these bolt-ons can be found [here](#).

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 (this also requires one months' notice), the subscription to any selected Call bolt-ons will also end.