

Not Available for New Supply, Effective 1 Dec 2017

KCOM Light User Scheme

1. Service description

KCOM's Light User Scheme (LUS) is available for residential customers making a few short voice calls each month. This offers customers a service with line rental and a pay as you go basis for call charges. There are no inclusive call elements to KCOM's Light User Scheme. Payment for this service must be via Direct Debit or Budget Scheme only.

2. Eligibility criteria

Customers eligible for this service should make less than 20 minutes of calls to UK landlines each month

Eligible customers must show a call usage pattern of less than 20 minutes of calls to UK landlines per month for a period of 3 months directly preceding their application. If you regularly make more than 20 minutes of calls to UK landlines each month, a KCOM plan is best for you. Calls to UK landlines are classed as those numbers which begin 01 and 02.

3. Restrictions

The following customers are ineligible for this service:

- If they have telephone service from another supplier either directly or indirectly
- If they have telephone service provided by a mobile network operator
- If they have more than one line at the same or different premises. (If you have a second line because you are responsible for paying the telephone bill for a relative, they may be eligible)
- If their line has incoming call barring
- If their line is an ISDN or Broadband enabled line
- If their line is used exclusively in connection with a burglar alarm or other monitoring services
- If their line is provided on a temporary basis
- If they have ceased service and then had service re-provided in the last 3 months
- If their service has been restricted because they owe KCOM money

Access to Broadband services, dial up or internet services are not available from a Light User Scheme line.

4. Service charging information

Service	Connection Charge		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
KCOM Light User Scheme	£100.00	£120.00	£6.81	£8.17

Payment by Budget Scheme or full payment Direct Debit only.

For existing Light User Scheme customers moving house, standard connection charges apply at the new premises.

5. Call charges

Calling national destinations

Code	Type of call / destination	Pence Per Minute	
		At All Times	
		Ex VAT	Inc. VAT
K ^a	Calls to KCOM network	8.51	10.21
K	Calls to 01482 300300	0.00	0.00
A1	Regional to adjacent exchange	8.51	10.21
A2	Regional up to 56km (35 miles)	8.51	10.21
B	National destinations	8.75	10.50

^a excluding calls to KCOM indirect customers, calls to 01482 300300 and ISDN data calls and calls to numbers in charge bands L.

Calling UK Mobiles (calls to KCOM Mobiles in the UK are free of charge)

Code	Type of call / destination	Pence Per Minute	
		At All Times	
		Ex VAT	Inc. VAT
MB01 – MB16	Mobile Telephones	17.02	20.42

Time bands for calls

Daytime (peak)	Monday to Sunday, 6am-6pm
Evening (off peak)	Monday to Sunday, 6pm-6am

Calling the 101 Police Non-Emergency Number

All calls to 101 from LUS will be charged at 15p per call

Calls to the following will all be charged at KCOM plan rates:

- Personal Numbers
- Fixed Fee Numbers
- Special Service Numbers
- Premium Rate Numbers
- Multimedia Services, and
- International destinations

For call calculation purposes points 2, 3 and 5 apply. [click here](#) for further details

All prices are inclusive of VAT unless otherwise stated.

6. Exclusions

KCOM Favourites, Home 15 and Favourite Countries discount packages will not apply.

Payment must be via KCOM Budget Scheme or full payment direct debit only.

7. Eligibility reviews

A quarterly review will be undertaken to ensure that the Light User Scheme continues to be the best value for customers. Any customer no longer eligible will be automatically migrated to KCOM Local, unless an alternative KCOM package is requested. Notice will be given of this change in writing. Following this, a customer will be required to remain on a KCOM price plan for a minimum period of 3 months before re-applying for the Light User Scheme.

8. Early termination charges

Early termination charges apply for customers ceasing their KCOM telephony service whilst still in contract. These Early Termination Charges are highlighted in the table below, and apply per month for the remainder of the contract term. VAT is not payable on this charge.

Description	Monthly Early Termination Charge
	Ex VAT
Mobile Telephones	£1.07