



Business Call Charges: Local, UK Landline & Mobile

Business line call charges ±

Geographic destinations

KCOM Business customers can choose from the following call packages available.

Analogue, ISDN 2, ISDN 30 and SIP Calls are:

- Subject to a call set up fee (Ex. VAT)
- Subject to Pence per minute rates (Ex. VAT)

Rates vary by package, See below for details.

Code	Type Of Call / Destination	Essential	
		Pence Per minute (at all times)	Call Setup Fee in pence (at all times)
		Ex VAT	Ex VAT
<u>K^a</u>	KCOM Local ~ Calls between KCOM' customers	0.000	0.000
A1	Regional to Adjacent Exchange	0.000	0.000
A2	Regional up to 56 km (35 miles)	0.000	0.000
B	Calls from KCOM customers to National destinations	0.000	0.000
MB01 -MB017	Calls from KCOM customers to Mobiles	0.000	0.000

Code	Type Of Call / Destination	Basic Plus	
		Pence Per minute (at all times)	Call Setup Fee in pence (at all times)
		Ex VAT	Ex VAT
<u>K^a</u>	KCOM Local ~ Calls between KCOM' customers	12.000	12.000
A1	Regional to Adjacent Exchange	12.000	12.000
A2	Regional up to 56 km (35 miles)	12.000	12.000
B	Calls from KCOM customers to National destinations	12.000	12.000
MB01 -MB017	Calls from KCOM customers to Mobiles	15.000	12.000

Code	Type Of Call / Destination	Basic	
		Pence Per minute (at all times)	Call Setup Fee in pence (at all times)
		Ex VAT	Ex VAT
<u>K^a</u>	KCOM Local ~ Calls between KCOM' customers	30.000	30.000
A1	Regional to Adjacent Exchange	30.000	30.000
A2	Regional up to 56 km (35 miles)	30.000	30.000
B	Calls from KCOM customers to National destinations	30.000	30.000
MB01 -MB017	Calls from KCOM customers to Mobiles	30.000	30.000

See below for time period tables.



Please refer to the table below or the **NNG section** to determine the correct code for the number you are calling. Calls charges are based on the number called, not the operator. **Lightstream Bundle Call Charges** ‡

KCOM Business Broadband packages include line rental. Business customers have the option of making calls with our UK Landlines and Mobiles call package or on a Pay As You Go basis

Rates vary by package, See below for details;

Code	Type Of Call / Destination	UK Landlines & Mobiles	
		Pence Per minute (at all times)	Call Setup Fee in pence (at all times)
		Ex VAT	Ex VAT
<u>K^a</u>	KCOM Local ~ Calls between KCOM' customers	0.000	0.000
A1	Regional to Adjacent Exchange	0.000	0.000
A2	Regional up to 56 km (35 miles)	0.000	0.000
B	Calls from KCOM customers to National destinations	0.000	0.000
MB01 -MB017	Calls from KCOM customers to Mobiles	0.000	0.000

Code	Type Of Call / Destination	Pay As You Go	
		Pence Per minute (at all times)	Call Setup Fee in pence (at all times)
		Ex VAT	Ex VAT
<u>K^a</u>	KCOM Local ~ Calls between KCOM' customers	26.000	26.000
A1	Regional to Adjacent Exchange	26.000	26.000
A2	Regional up to 56 km (35 miles)	26.000	26.000
B	Calls from KCOM customers to National destinations	26.000	26.000
MB01 -MB017	Calls from KCOM customers to Mobiles	26.000	26.000

Call Charges to Mobile Phones ‡

KCOM Business customers can ring any KCOM mobile and will not incur any charges (subject to fair usage policy & contract T&C's)

See below for time period tables.



Please refer to the **NNG section** to determine the correct code for the number you are calling. Calls charges are based on the number called, not the operator

National Geographic Call Charge Boundaries

Calling From								
01262	013772	01405	014304	014308	01482	01759	019645	019646
K - KCOM Local Calls								
All calls to other KCOM customers will be charged at this rate.								
A1 - Regional Calls To Adjacent Locations								
01262	01262	01302	01405	01377	014304	01377	01262	01469
01377	013772	01405	014304	014304	014308	014308	01377	01472
01723	014308	01427	014308	014308	01469	01653	014308	01482
01944	01653	014304	01482	01482	01482	01757	01482	019645
019645	01759	01724	01724	01757	01652	01759	019645	019646
	01944	01757	01757	01759	01724	01904	019646	
	019645	01977		019645	019645	01944		
					019646			
A2 - Regional Calls Up To 56 Kilometres								
014304	01347	0113	0113	01262	01262	0113	01405	01262
014308	01405	0114	01226	01302	01377	01262	014304	01377
01469	014304	01226	01262	01347	01405	01302	01469	01405
01482	01439	01347	01302	01405	01427	01347	01472	014304
01653	01469	01377	01347	014233	01472	01405	01652	014308
01751	01472	014232	01377	01427	015073	01423	01653	015073
01759	01482	014233	01427	01439	015074	014304	01723	015074
01947	01652	014235	01469	01469	015075	01439	01724	015075
019646	01723	014236	01472	01472	015076	01469	01751	015076
	01724	014237	01652	01652	01653	01482	01757	01652
	01751	014238	01653	01653	01673	01652	01759	01673
	01757	014308	01673	01723	01757	01723	01904	01724
	01904	01469	01709	01724	01759	01724	01944	01790
	01947	01472	01751	01751	01904	01751		
	019646	01482	01759	01904	01944	01765		
		01652	01777	01937		01845		
		01653	01904	01944		01937		
		01673	01909	019646		019645		
		01709	01937	01977		01977		
		01759	01944					
		01777	019645					
		01904	019646					
		01909	01977					
		01924						
		01937						
		01944						
		019645						
B - National								
All other national geographic calls								



Time Periods

Daytime Rate	Monday ~ Friday 8am ~ 6pm
Evening Rate	Monday ~ Friday, before 8am and after 6pm
Weekend Rate	All Day, Saturday and Sunday

Notes

‡ Calls on charge band MB01 - MB12 do not include public payphones. All calls are timed to the next whole second, subject to a 26.00p (exc. VAT) set up fee with the resulting call charge rounded to the next whole penny (exc. VAT).

^a Excluding calls to KCOM indirect customers and ISDN data calls, and calls to numbers in charge band L.

§ For ISDN data calls made over the KCOM network from ISDN2/2e, ISDN30/30e and Superway customers, with the exception of calls to numbers in charge band L.

¥ This charge band includes data and voice calls.

No longer Available

Rates vary by package, See below for details.

Code	Type Of Call / Destination	Essential	
		Pence Per minute (at all times)	Call Setup Fee in pence (at all times)
		Ex VAT	Ex VAT
<u>K</u> ^a	KCOM Local ~ Calls between KCOM' customers	0.000	0.000
A1	Regional to Adjacent Exchange	0.000	0.000
A2	Regional up to 56 km (35 miles)	0.000	0.000
B	Calls from KCOM customers to National destinations	0.000	0.000
MB01 -MB017	Calls from KCOM customers to Mobiles	0.000	0.000