

# KCOM Consumer Call Bolt-ons

## Introduction

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

## Contract term

Minimum bolt-on subscription is one month and they can be cancelled at any time, giving a months' notice. However, our broadband and phone service has a 12 month minimum term contract, our Phone only service also has a 12 month minimum term contract, and one months' cancellation notice is also required on these. If a Broadband and Phone service or Phone-only service is cancelled, the subscription to any selected Call bolt-ons will also end.

## Price

### Call bolt-ons

These **Consumer Phone Bolt-ons** can be taken with KCOM Consumer Broadband and Phone service, or Phone-only Service.

All prices include VAT.

Customers can choose from:

Call bolt on	Price until 28/02/23 (inclusive)	Price from 01/03/23 (inclusive)	Description
Pay as you go	£0 per month	£0 per month	Pay as you go as per standard call charges. <b>Free local calls included if you take a phone-only service.</b>
UK Landlines Call Bolt On	£4 per month	£5 per month	Unlimited & Anytime Local & National Calls Calls to 0845 and 0870 numbers (fair usage policy may apply) No set-up fees on calls made within inclusive allowances
UK Landlines & Mobile Call Bolt On	£8 per month	£10 per month	Unlimited & Anytime Local, National & Mobile Calls Calls to 0845 and 0870 numbers (fair usage policy may apply) No set-up fees on calls made within inclusive allowances
International 1000 Call Bolt On	£8 per month	£10 per month	1000 Anytime mins of International calls to 45 popular destinations (landlines) No set-up fees on calls made within inclusive allowance
All-Inclusive Call Bolt On	£15 per month	£18 per month	Unlimited & Anytime Local, National, Mobile & 1000 mins of International calls to 45 popular destinations Calls to 0845 and 0870 numbers (fair usage policy may apply) No set-up fees on calls made within inclusive allowances

## Chargeable call information

Chargeable call information can be found [here](#).

### Pay-As-You-Go

Where no calls bolt-ons are selected, or if all the inclusive calls have been used, standard call charges will apply as detailed above.

### UK Landlines Bolt-ons

#### Phone-only Local Calls

Monthly price: Included at no extra cost  
 Features: Unlimited anytime local calls (charge bands K and A1)  
 No call set-up applies to these calls where this bolt-on is taken

#### UK Landlines bolt-on

Monthly price (until 28<sup>th</sup> February 2023 inclusive): £4.00  
 Monthly price (from 1<sup>st</sup> March 2023 inclusive): £5.00  
 Features: Unlimited anytime local calls (charge bands K and A1)  
 Anytime UK National Calls (numbers beginning 01, 02 and 03)  
 Also includes calls to numbers beginning 0845 and 0870  
 No call set-up applies to these calls where this bolt-on is taken  
 A Fair Usage Policy (FUP) may apply, details [here](#)

### UK Landlines & Mobiles Bolt-on

#### UK Landlines & Mobiles bolt-on

Monthly price (until 28<sup>th</sup> February 2023 inclusive): £8.00  
 Monthly price (from 1<sup>st</sup> March 2023 inclusive): £10.00  
 Features: Unlimited anytime local calls (charge bands K and A1)  
 Unlimited anytime UK National Calls (numbers beginning 01, 02 and 03)  
 Unlimited anytime to UK Mobile Minutes (charge bands MB01 and MB03-MB17)  
 Also includes calls to numbers beginning 0845 and 0870  
 No call set-up applies to these calls where this bolt-on is taken  
 A Fair Usage Policy (FUP) may apply, details [here](#)

### International Bolt-on

#### International 1000 bolt-on

Monthly price (until 28<sup>th</sup> February 2023 inclusive): £8.00  
 Monthly price (from 1<sup>st</sup> March 2023 inclusive): £10.00  
 Features: 1000 anytime minutes of international calls (fixed line)  
 45 inclusive destination countries (see below)  
 No call set-up fee applies to calls made within the inclusive allowances where this bolt-on is taken. Call set-up fee applies to calls made outside allowance.

International Changes			
Australia	Greece	Netherlands	Switzerland
Austria	Hong Kong	New Zealand	Thailand
Bangladesh	India	Norway	Trinidad & Tobago
Belgium	Iran	Pakistan	Tunisia
Brazil	Republic of Ireland	Poland	Turkey
Canada	Italy	Portugal	USA
Cyprus	Jamaica	Romania	
Denmark	Japan	Russia	
France incl. Monaco	Latvia	Singapore	
Gambia	Luxembourg	Slovakia	
Germany	Malaysia	South Africa	
Ghana	Malta	Spain	
Gibraltar	Mexico	Sweden	

## All-inclusive Call Bolt-on

### All-inclusive Call Bolt-on

Monthly price (until 28<sup>th</sup> February 2023 inclusive): £15.00

Monthly price (from 1<sup>st</sup> March 2023 inclusive): £18.00

Features:

Unlimited anytime local calls (charge bands K and A1)

Unlimited anytime UK National Calls (numbers beginning 01, 02 and 03)

Unlimited anytime to UK Mobile Minutes (charge bands MB01 and MB03-MB17)

Also includes calls to numbers beginning 0845 and 0870.

A Fair Usage Policy (FUP) may apply, details [here](#)

1000 anytime minutes of international calls (fixed line)

45 inclusive destination countries (see above as per International 100 bolt-on)

Also includes calls to numbers beginning 0845 and 0870

No call set-up fee applies to calls made within the inclusive allowances where this bolt-on is taken. Call set-up fee applies to calls made outside allowance.