



Connect Business Voice

Withdrawn from New Supply – 31 July 2020

Line Rentals - Basic

Business Voice Reseller lines available on this tariff are Analogue, ISDN2e and ISDN30e. Line rental charge is per line/channel. Monthly rental, per line/per channel, per calendar month:

Line Type	Operative Date	Until	Rental Charge - Per Line/Channel			
			0 – 750 Lines / Channels	750 – 1500 Lines / Channels	1501 – 3000 Lines / Channels	3000+ Lines / Channels
Business Analogue	01/07/21	30/09/23	£17.02	£16.41	£15.10	£13.26
	01/10/23	30/09/24	£20.42	£19.69	£18.12	£15.91
	01/10/24		£24.50	£23.63	£21.74	£19.09
ISDN2e (per 2 channels)		30/09/24	£24.28	£23.64	£22.50	£21.85
	01/10/24		£29.14	£28.37	£27.00	£26.22
ISDN30e (per channel, minimum of 6 channels)		30/09/24	£16.20	£15.80	£15.01	£13.26
	01/10/24		£19.44	£18.96	£18.01	£15.91



Internet Services

Code	Type of Call / Destination	Price in Pence Per Minute		
		Daytime	Evening	Weekend
		Ex VAT	Ex VAT	Ex VAT
IN01	Internet For Schools	No Charge	1.40	0.85
IN02	Internet Pay As You Go	4.26	2.13	2.13

Withdrawn from New Supply – 1 December 2023

Migration Charges

Line Type	Connection Charge Per Line/Channel
ISDN2e (per 2 channels)	£16.00

New Installation Charges

Line Type	Connection Charge Per Line/Channel
ISDN2e (per 2 channels)	£263.00



Line Rentals – Essential

Line Type	Operative Date	Until	Rental Charge
			Any volume - Lines / Channels
ISDN2e Essential (per 2 channels) *	01/09/21	28/02/23	£33.50
	01/03/23	30/09/24	£45.23
	01/10/24		£54.28

Reference Offer: KCOM Line Rental Price List

Withdrawn from New Supply – 1 December 2023

Migration Charges (Including Working Line Take-over and Starting of Stopped Lines)

Line Type	Connection Charge Per Line/Channel
ISDN2e (per 2 channels)	£15.00

New Installation Charges

Line Type	Connection Charge Per Line/Channel
ISDN2e (per 2 channels)	£120.00



Line Rentals

Monthly rental, per line/per channel, per calendar month:

Line Type	Operative Date	Until	SLA 1 (Fix by end of second working day)	SLA 2 (Within 10 working hours of report Monday - Saturday 08:00 - 18:00 exc public holidays)	SLA 3 Business Care Plus (5 Hour fix around the clock)
Analogue	19/08/20	07/05/22	£7.70	£10.25	£12.12
	08/05/22	31/10/23	£8.99	£11.54	£13.41
ISDN2e (per 2 channels)	08/05/22	28/02/23	£22.57	£25.13	£26.03
	01/05/23	31/10/24	£30.47	£33.93	£35.14
	01/11/24		£36.56	£40.72	£42.17
ISDN30e (per channel, minimum of 6 channels)	08/05/22	28/02/23	£12.04	£12.74	£13.74

Customer Service Guarantee

Where KCOM fails to meet stated timescales customers may be entitled to claim compensation under the Service Level Agreement. Where this applies the Daily Credit Allowance below may be claimed subject to the contract

	Installation	Rental (Daily Rate)		
		SLA 1	SLA 2	SLA 3
ISDN 2e	£2.96	£2.96	£3.70	£4.44



Supplementary Services

	ISDN2e	
	Connection	Rental pa
Ex-directory Rental per Exchange Line	£0.00	£0.00
Reject withheld numbers	£0.00	£0.00
ISDN Management Charge	£180.00	£0.00
ISDN DDI's per 10 Number block	£36.00	£48.00
DDI Number Break-Out*	£36.00	£48.00
ISDN2e Multiple Subscriber Numbering MSN Per 2 number	£21.50	£0.00
ISDN2e Multiple Subscriber Numbering MSN Per 10 number	£21.50	£45.00
Sub-Addressing SUB	£11.00	£12.00
Calling Line Identification Presentation CLIP	£0.00	£0.00
Calling Line Identification Restriction CLIR	£0.00	£0.00
Connected Line Identification Presentation COLP	£0.00	£0.00
Connected Line Identification Restriction COLR	£0.00	£0.00
Incoming Calls Barred ICB	£12.00	£0.00
Outgoing Calls Barred OCB – Permanent ¹	£12.00	£0.00
Outgoing Calls Barred OCB - Pre-arranged ¹	£12.00	£0.00
Call Forwarding (Admin. controlled only) - Unconditional CF	£12.00	£0.00
Call Forwarding (Admin. controlled only) - On Busy CFB	£12.00	£0.00
Call Forwarding (Admin. controlled only) - No Reply CFNR	£12.00	£0.00
Conversion from analogue	£143.00	£0.00



¹ Not available on Analogue over fibre delivery

* Covers up to 10 individual numbers from individual DDI block of 10. If numbers are taken from multiple DDI blocks of 10, then the customer will be charged for the number of ddi blocks affected. For example, 3 numbers from 3 separate DDI blocks , this will be times the above charge.

Visit charge where applicable applies

Multiple Subscriber Numbering MSN can only be applied to a single ISDN2e line and allows incoming calls to be routed directly to an individual piece of CPE that supports MSN. MSN enables up to 10 directory numbers to be assigned to a single line. The numbers allocated are dependent on availability within the exchange numbering plan and may not be consecutive.

Sub-Addressing SUB This enables expansion of the called user's addressing capacity beyond the ISDN number. This allows an ISDN number followed by additional alpha-numeric sub-address characters to be dialled, allowing CPE to be accessed. ISDN2e will allow the conveyance of up to 6 or 20 sub-address characters respectively. This service is provided to the called user.