

ACCESS CHARGE CHANGE NOTICE (ACCN)

ACCN reference information

ACCN Number: ACCN_2019_03

Scope: Price changes

Notification period: 28 Days

Services: KCOM Line Rental

Terms and conditions: Product terms and conditions are those applying to the wholesale Reference Offer for KCOM Line Rental.

Effective date: 3 June 2019

Charge changes

The current pricing of these products can be found at: <https://www.kcomplc.com/regulatory/kcom-wholesale/voice/line-rental/>

From 3 June 2019 the following summary changes to charges apply below:

- Call Barring (Customer Controlled) Connection Charge reduced to £0.00
- Incoming Calls Barred & Outgoing Calls Barred Rental Charges reduced to £0.00

	Operative Date	Until	Analogue		ISDN2e		ISDN30e	
			Connection	Rental	Connection	Rental	Connection	Rental
Call Barring (Customer Controlled)	04/12/18	02/06/19	£12.00	£18.00	N/A	N/A	N/A	N/A
Call Barring (Customer Controlled)	03/06/19		£0.00	£18.00	N/A	N/A	N/A	N/A
Incoming Calls Barred ICB	04/12/18	02/06/19	£12.00	£18.00	£12.00	£18.00	£12.00	£18.00
Incoming Calls Barred ICB	03/06/19		£12.00	£0.00	£12.00	£0.00	£12.00	£0.00
Outgoing Calls Barred OCB - Permanent	04/12/18	02/06/19	£12.00	£18.00	£12.00	£18.00	£12.00	£18.00
Outgoing Calls Barred OCB - Permanent	03/06/19		£12.00	£0.00	£12.00	£0.00	£12.00	£0.00
Outgoing Calls Barred OCB - Pre-arranged	04/12/18	02/06/19	£12.00	£18.00	£12.00	£18.00	£12.00	£18.00
Outgoing Calls Barred OCB - Pre-arranged	03/06/19		£12.00	£0.00	£12.00	£0.00	£12.00	£0.00

- Time Related Charges simplified charging structure below

Time Related Charges – Call out, Visit, Missed Appointment Fee and Expedite charges

- Time Related Charges are payable where the CP requests the additional Services as set out in the table immediately below.

Call Out charges	Operative Date	Until	Standard Visit Charge (For Each Site visit) Ex. VAT	Hourly Rate (per hour or part thereof) Ex. VAT	Minimum hours	Minimum Call Out charge Ex. VAT
Out of Hours ~ Monday to Saturday	04/12/18	02/06/19	£100.00	£85.00	3	£355.00
Sunday & Bank Holidays	04/12/18	02/06/19	£100.00	£110.00	3	£430.00
Call Out charge*:	03/06/19		£100.00	£85.00	1	£185.00

* Vist Charge for No KCOM Fault Found or Visit Charge for requested work