

CONDITIONS FOR TELEPHONE SERVICE – RESIDENTIAL

These are the conditions of an agreement for us to provide you with fixed line telephone and other services. They do not apply to our mobile telephone services.

Words with special meanings (like “services”) are defined at the end. If there is anything that you are not sure about, we will be happy to explain. Please phone Customer Services or write to us. Our contact details are at the end of these conditions.

1. What services we will provide

- You will be able to send and receive calls over our local fixed line network.
- We will put in one or more exchange lines depending on how many you have applied for and how many we have available. These lines will end at the termination point on your property.
- Our services will **not** include supplying a phone or other equipment for you to plug into the termination point (if you want to rent these from us you will need to sign a different agreement) or any services provided to you by other operators or service providers over our network (and these conditions do not apply to those services). For details on handset rental, please contact Customer Services.
- We will do our best to give you the services with the quality you could reasonably expect from a competent telecommunications company.
- We may publish or agree to standard target times by which you should be connected to our network. We will do our best to connect you by these times. We will work out these times from the date we receive:
 - your order;
 - any deposit or advance payment we have asked you for; and
 - any information we have asked you for.
- The services we provide will be as described in the Price Manual, and you must comply with these conditions or any service restrictions or other conditions that are set out in the Price Manual.

2. When your agreement starts

- We will normally reach agreement with you by phone. We will then send you a letter confirming the details of your agreement and enclosing a copy of these general conditions. Your agreement will start when this letter arrives with you and you have paid any deposit or advance payment that we have asked for. If your agreement is for a residential exchange line, you will also have a special right to cancel your agreement without any penalty during the period of 14 days after your agreement starts.
- We may refuse your application for service if:
 - we cannot provide you with the services you have asked for;
 - we ask you for a deposit or advance payment and you do not pay it;
 - you have an unpaid balance on your account in respect of any other agreement for services you have entered into with us;
 - you are declared bankrupt, insolvent or have an administrative receiver or similar person appointed to deal with your affairs; or
 - you are not the legal owner or tenant of the property. In such circumstances, you will need to inform us of your relationship with the owner of the property. We will then determine whether we are able to provide services to you.
- Once your agreement has begun, we may take a picture of the signed documents involved. We will keep that picture record safe. We can produce accurate copies of the documents if

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they are needed. For example, if there's a complaint or disagreement, and we end up in Court or Arbitration, you will be expected to accept copies as evidence of your agreement. If you want us to keep the original paper documents, you should tell us within fourteen days of receiving your agreement from us.

3. How long your agreement lasts and how it can end

Your agreement with us will last for at least the minimum period, which is a year, unless we have written to tell you differently.

During the minimum period

- If you break any of the conditions of your agreement and carry on breaking the conditions after we have asked you not to we may end your agreement immediately.
- You may end your agreement if we do not provide the services for more than four weeks.
- If you end your agreement during the minimum period, you will still have to pay rental charges up to the end of the minimum period.

Please see Section 14 for details of what charges you may have to pay. You will not have to pay charges for the rest of the minimum period if you have ended your agreement because we have increased our charges or we did not provide the services for more than four weeks.

After the minimum period

Your agreement will carry on automatically until either you or we send a letter to the other to say it will end. Your agreement will end one month after the date of the letter unless the letter gives a later date. If you break any of the conditions of your agreement, we may end it immediately.

General

If you break any of the conditions of your agreement we may suspend all or part of the services, instead of terminating the agreement. If we do suspend any services we provide to you, we will not provide them again until you do everything that you agreed to do in your agreement with us or we are certain that you will not repeat any similar breach of the conditions in the future.

What happens if you move out of your property?

If you move out of your property and want to end your agreement, you must write and tell us:

- that you are moving;
- the date you are moving; and
- an address where we can contact you.

If you do not tell us or we think that you no longer live in or own your property, we will do what we can to find you. If we cannot find you, we may transfer your agreement to someone else who we think is living in or owns your property. We will decide which date to transfer your agreement and we will not have to ask you before we transfer it. If you have paid a deposit or any advance payment including any rental that you have paid up front we may give it to the person we think is living in or owns your property.

4. Types of exchange line

- Our exchange lines are categorised as either business or residential. Some charges (such as connection and rental) may be higher for business lines. You must pay the charges for a business line if you regularly use your exchange line for any commercial activity.
- If you change the use of your exchange line from business to residential or from residential to business, the charges that you pay for your exchange line may also change.

5. Restrictions on what you can do

You must not use your exchange line or the services:

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- to make calls that are offensive, abusive or obscene;
- to make calls that infringe the rights of any third party;
- make calls that cause annoyance, inconvenience or needless anxiety;
- to make hoax calls to any emergency service;
- to send any SMS messages that contain unsolicited advertising or promotional material (which is sometimes referred to as “SPAM”); or
- to make calls in connection with a criminal offence or any other activity that is unlawful.

Further, you must not:

- use your residential line for business purposes, without our permission; or
- allow any third party to use the services we provide to you on a permanent or regular basis. In particular you must not resell any of the services we provide to you or any of the calls made using the service.
- If you are a residential customer and we agree to let you have free calls as part of a talk plan or Social Access Package, you must not ask for or take any payment for letting someone else make KC local calls over your exchange line. Free calls are not provided for business purposes or any other use inconsistent with normal residential usage. Where we consider that you are in breach of this clause, we reserve the right to withdraw your free calls.
- If you are a residential customer you must ensure that you use any free calls within your talk plan or Social Access Package with consideration for other users. You must not use free calls irresponsibly by staying connected to a call for an excessive period. Where we consider that your use of free calls is excessive, we reserve the right to disconnect your call. You will then have to re-dial if you want to continue the call.
- You must use your exchange line and the services in accordance with any safety instructions that we may give you.
- You will be responsible for ensuring that anyone that you allow to use your exchange line or the services complies with the restriction set out in this Section 5.

6. Payphone lines

If we agree to let you have a payphone line:-

- you must only connect payphones which comply with the RTTE Directive (1999/5/EC)
- the number of directory enquiry calls made on the line in a month must be less than 25% of all the calls made that month; and
- if the payphone can be set so that calls to directory enquiries are free, then you must do this.

7. Text Messaging Service

- Our text messaging service allows you to send and receive SMS text messages to mobile and compatible fixed line phones.
- In order to use our text messaging service, you will need a compatible phone for use on your exchange line.
- If you send or receive text messages using our text messaging service, you will be charged at the rates set out in the Price Manual.
- We will not be responsible for any goods or services that you purchase from other people using our text messaging service.

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8. Phone numbers and directories

- We will tell you the phone numbers for your exchange lines. These numbers do not belong to you, so you must not try to transfer them to anyone else. However, in some cases you can keep your number if you change to another telecommunications supplier.
- We will normally include your name, address and phone number in our “Hull White Pages” directory. However, you can ask to go Ex-Directory so that your name, address and phone number do not appear in our directory. If you have a residential exchange line, you can also ask for part or all of your address to be excluded from the entries we make for you in our directory. For further information about going Ex-Directory, please see our Code of Practice.
- We may agree to a special entry (such as bold type) for an extra charge. We normally update our directory once a year. Further, we may agree to supply additional entries in our directories or supply entries in any other publisher’s directory, for an extra charge. You agree to pay such extra charge on demand.
- If you have asked to be Ex-Directory:
 - your name, address and number will not appear in our directory;
 - we will still make your name and address available to other information providers, as detailed further below, so they can tell their customers you are Ex-Directory;
 - we will not connect enquirers who do not have your phone number; and
 - we will not give your phone number to people who ask for it, except for the police and other organisations who have a legal right to it.
- We keep our directory information in a database on our computer system. We provide our directory information to BT Directory Solutions, the collator of such information from all telecommunications network providers. BT Directory Solutions make the information available to providers of directories, information providers and directory enquiry services in accordance with relevant Codes of Practice. We shall not have any responsibility for (i) any failure of BT Directory Solutions to store, update and/or make our directory information available to third party service providers (unless caused as a result of our failure to supply such information); or (ii) other providers of directories, information providers or directory enquiry services to make your directory information available to the public.
- You should inform us as soon as you become aware of any error in your name, address or telephone number information so that we can correct the information on our database.

9. Direct marketing calls and faxes

If you are

- a private individual or family; or otherwise
- someone who is carrying on a business as either a sole trader (that is someone who works for themselves) or as a partnership with others,

you have the right to have your name placed on a national register of people who do not want to receive direct marketing calls and faxes. These are calls and faxes made by people trying to sell you things.

If you are acting on behalf of a limited company or some other type of corporation (such as a local authority body), you have the right to have your company’s name placed on a separate register of companies and corporations that do not want to receive direct marketing faxes. There is no national register for companies and corporations that do not want to receive direct marketing calls. More information about these national registers is in the current Directory. If you would like us to arrange for your name to be placed on any of these national registers please call the Telephone Preference Service on 0845 070 0707 or look at their website at www.tpsonline.org.uk.

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10. Information we hold about you

We want to market the telecommunications services we offer to you as well as we can. In particular, we want to keep you better informed about things that may be of interest to you, such as any discounts that are available. To do this effectively, we process information about the way that you use our services. This includes information relating to the size and make up of your bills, the numbers you call, and the times at which you make calls. However, we do not disclose this kind of information to anyone else.

We would like to continue to give you all the benefits that this processing provides. However, if you would like us to stop using the information we hold about you in the ways we have described, and have not previously told us about this, please write to Customer Services, KC, 37 Carr Lane, Hull HU1 3RE. If you do not write to us and have not previously registered an objection, we will assume that you are happy for us to continue with all of these activities.

11. Calling Line Identity (CLI) and Caller Display

Caller Line Identity

- Every call from your exchange line will automatically send your number across our network and to other telecommunications networks. This is the main way we trace malicious calls. Your number may also be displayed at the number you have called if they have suitable equipment and/or they receive caller display services from us or another communications provider (if they receive their telephony service via another telecommunications network). In some circumstances this may happen even if you are Ex-Directory. You can always prevent your number being displayed on all your calls by following the procedure set out in the "KC Choices" section of the telephone directory.

Caller Display

- Our caller display service displays the number of the person calling you, unless the caller has requested us to withhold their number on all outbound calls or if the caller has programmed the telephone to withhold their number on that particular call.
- In order to use our caller display service, you will need a compatible phone for use on your exchange line.
- You may receive our caller display service as part of your talk plan. Otherwise, if you request us to supply our caller display service to you, you will be charged at the rates set out in the Price Manual.
- If you have a visual impairment, you may be eligible to receive our caller display service without charge. Please contact Customer Services for further information.

12. Social Access Package and Light User Scheme

We offer a Social Access Package to residential customers who receive certain financial support payments. These include Income support, Pension Credit, Job Seekers' Allowance, Housing Benefit or Disability Living Allowance.

If you receive the Social Access Package, you will receive a number of local calls each month, free of charge, as detailed in the Price Manual. Once these local calls have been used, any further local calls made by you will be charged at the Social Access Package rate. Any national or other calls are timed to the nearest second and are subject to a minimum call charge at the Social Access Package rate. Calls on this Package are not eligible for discounts.

We also offer a Light User Scheme to residential customers who make 20 or fewer voice calls a month to any UK landlines.

If you would like to receive the Light User Scheme, you must have made no more than 20 calls each month during the previous three months. You must make payment for the Light User Scheme by either our Budget Scheme or by Direct Debit.

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13. Basic Call Service

We offer a Basic Call Service to help our customers manage the costs of using our services. This service will be offered to you if you have an existing residential line and you are having difficulty paying your telephone bills or if you are applying for a new residential line and are unable to pay a security deposit which may have been requested.

If you use Basic Call Service you must pay for your call charges in advance by purchasing vouchers from us. The value of the vouchers purchased will then be transferred to your account and you will be able to make calls and use services up to that value. When this limit is reached, you will have to purchase additional vouchers in order to make further calls. You will also have to pay the line rental, connection and take over charges and will be billed for these in the normal way.

Some service restrictions and further special payment conditions will also apply if you use the Basic Call Service. Further details on these will be given to you if you enquire about this service. In all other respects, the Basic Call Service will be subject to these general terms and conditions.

14. Charges

Changing your talk plan

- If you have a residential exchange line, you can change your talk plan at any time by calling Customer Services.
- If you want to downgrade your talk plan, you must contact Customer Services at least 7 days before you want the change to be made. You will also have to pay any downgrade charges set out in the Price Manual.
- Our call recording and billing systems have to meet standards of accuracy that are set by independent organisations. So, unless we can see an obvious mistake we will assume that your bill is accurate.

Receiving a bill

- You can either choose to receive a paper bill or you can register to view your bills online at www.k-c.co.uk/kconline (“KCOOnline”). Additional terms and conditions shall apply in respect of your use of KCOOnline, as detailed on KCOOnline.
- If you are registered to use KCOOnline, we will send an email notifying you that your bill is available to view through KCOOnline. We will send the email notification to the email address you have provided during your registration to use KCOOnline. You must provide us with a valid email address for this purpose and notify us of any change to your email address through KCOOnline or by contacting Customer Services. Any email notification that we send to you, to the email address provided by you during your registration to use KCOOnline, will be deemed to have been received by you.
- If you choose not to register with KCOOnline, you will receive a paper bill. We will send your bills to the postal address you have asked us to send them to.
- We reserve the right to send a paper bill to you for any reason, as we may deem appropriate. This may include such circumstances as our receipt of non-delivery of the email notifying you that your bill is available to view through KCOOnline.

What you must pay us

- You must pay our charges for the services in our Price Manual, whether you make the calls from your exchange line or someone else does.
- Unless our Price Manual says different our charges do not include VAT. We will add VAT to your bill.

When you must pay our charges

- You must pay any deposits and advance payments when we ask for them. You should pay any other charges (including rental, call charges and any late payment fee) as soon as you

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receive your paper bill or as soon as you receive notice that your bill is available to view through KCOOnline. We will normally send your bills to the address you have asked us to send them to. We may agree to give you more time to pay, but this won't affect any of our rights under your agreement.

- If you are a residential customer, you will normally receive your bill for rental charges once every three months for the three months to come. We normally bill all our customers for call charges once every three months, but we may send you a bill at any time.
- If we find any mistakes in the bills that we send you, we will be entitled to send you amended bills for the calls you have made at any time up to 120 days following on from the date on which the calls were made.
- If you think there is a mistake in any of the bills that we send to you, you should contact Customer Services. However, you will still have to pay all of the charges that are correctly stated in the normal way.

Changes to our charges

- We can change our Price Manual at any time as long as we comply with our legal obligations. This means that we may have to let OFCOM know of any changes before we make them. We must also let you know the details of these changes as soon as possible, or within any time limits that OFCOM agrees to.
- You can see a copy of our Price Manual by calling in at our offices on Carr Lane, Hull during our normal working hours. Unfortunately, we cannot let each customer know in person of every change. We will announce significant changes to our charges through one or more of the following means:
 - We will publish details as soon as possible on our website;
 - We may include details of such changes on your bill;
 - We may send notice to you by email, if you have registered an email address with us; or
 - We may send notice to you by post.

We will do this at least two weeks before the changes take place and you accept this as adequate notice. You will also be able to get details by calling Customer Services.

- If we increase our charges you may end your agreement by sending us a letter. Your agreement will end one month after the date of the letter, unless your letter gives a later date. Your agreement can't end before the higher charges begin.

Connection and take-over charges

- If there is not already one of our exchange lines at your property, you must pay the connection charge in our Price Manual.
- If you are moving into a property where we used to provide services to another customer, and no changes are needed, you won't have to pay a connection charge. You must still pay the take-over charge in our Price Manual.

Special Conditions

- If the services we provide or the ways we provide them are not standard, there may be special conditions and charges. For example, if connecting you to our network needs more than 100 hours of work, you must pay an extra charge. We will send you a letter telling you of the special conditions and charges. If you do not want us to carry out the work you can cancel your application by sending a letter to us at the address given in Section 26. You need to do this within 14 days of the date of our letter.

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- If you ask us to work outside our normal working hours, you may have to pay an extra charge. We will work out how much extra you owe us using the hourly rates in our Price Manual.
- If you use your exchange line to access the Internet or provide related services to users connected directly or indirectly to our network, additional charges will apply. These additional charges are set out in our Price Manual.

Instalments

- If you have real difficulty paying us on time, we may let you pay by instalments. You may have to pay us an extra charge for this.
- If we agree to let you pay by instalments, we will tell you how much each instalment is and when you must pay it.
- We will put the money you pay us (not counting money for VAT) towards the amount you owe us.
- If you are paying by instalments and your agreement ends, you must immediately pay the full amount that you owe us.
- We may decide to stop letting you pay by instalments. We will do this if we think you can afford to pay in full or if your charges are growing at a higher rate than your instalments. We will write to let you know that you can no longer pay by instalments.
- If you don't pay any instalment on time, you will automatically lose the right to pay in this way. You must then pay the full amount you owe us immediately.
- For customers making payment via Direct Debit, we adhere to the Direct Debit Guarantee.
- We run a budget scheme that is designed to spread your bill payments over a twelve month period. If you join the scheme you must pay by direct debit that we will help you set up.
- We are members of the PayPoint scheme that allows you to pay your bill in full at any shop displaying the PayPoint sign.

Late Payment

If you are late in paying any of our charges we shall charge you a late payment fee, as detailed in the Price Manual. This will apply if you fail to pay the full amount due by the due date as detailed in your bill.

If you dispute any of our charges (in full or in part), you must notify us immediately and no later than 14 days of the invoice date, giving full reasons for your dispute. We may contact you to discuss the matter further and shall use all reasonable endeavours to resolve the dispute expeditiously.

We will suspend any late payment fees in respect of the charges you have disputed, pursuant to this paragraph, for such time as it may take to resolve your dispute, subject to you making payment in full of all undisputed charges (including the balance of any invoice disputed in part), in accordance with this Section 14.

If we are unable to resolve your dispute in respect of the charges, you may refer the matter through our complaints and compensation procedure as detailed in Section 21, or you may refer the matter to arbitration in accordance with Section 22.

Bounced Cheques

We may charge you for the extra administration costs and bank charges we have to pay if:

- you pay us by cheque, standing order or another similar method; and
- your bank refuses to make the payment.

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If we suspend the service or your agreement ends

If we suspend or restrict the services because you have broken the conditions of your agreement you must still pay:

- rental charges during the period of suspension; and
- the re-connection charge in our Price Manual, if we agree to reconnect your service. We may also require you to pay all other outstanding charges (including call charges and any late payment fees) that you have incurred and not paid, before we will agree to reconnect your service.

If you end your agreement during the first year

- You must pay us the rental charge up until the end of the minimum period. We will work out the amount you owe us using our Price Manual.
- If you have paid any charges to cover time after the services end, we will either repay you or put the amount towards any money you owe us.
- You must pay all charges for the services until the date we stop providing them.

Deposits and payments in advance

- We may ask for a deposit either before or during the time that we provide the services. We will keep the deposit for a minimum period of 12 months. However, we may keep your deposit until you have paid us everything you owe us and/or our services end. We may put it towards any amounts you owe us.
- We may ask you for a payment in advance as well as or instead of a deposit. This payment will not be more than the total connection and rental charges for the services over the first year. We may put all or some of your advance payment towards charges which you may owe us in the future.
- If we keep your deposit for more than a year, we will add interest to it at a reasonable commercial rate.

15. Your responsibilities

Looking after our equipment

We may need to install wiring and a termination point at your property. You must take care of our wiring and the termination point, and you must pay the cost of replacing or repairing them if they are damaged or destroyed. You do not have to pay for damage to them caused by fair wear and tear.

Letting us into your property

- If our engineers need to get into your property, and they can show you their KC identity card, you must let them in. They will take reasonable care not to damage your property. We will not be responsible for doing any redecoration work that is necessary after we have fitted your wiring and termination point.
- If someone else needs to give their permission for our wires to cross their property, or for any of our equipment to be fitted, you must get their permission for us.

Connecting and using your equipment with our network

You must make sure that the equipment you use with your exchange line is in good working order and suitable for use with our services. In particular, we recommend that you only connect equipment to our exchange line that carries either a 'CE' mark confirming that it complies with any relevant European Directives*, or for certain equipment purchased before April 2001, an "approved" label with a green circle confirming that it was approved under previous relevant European Directives**.

*RTTE Directive (1999/5/EC).

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**TTE-SES Directive (98/13/EC) or TTE Directive (91/263/EEC).

We may have to carry out extra work on your equipment if:

- it is not technically suitable for connection;
- it could kill or injure our employees;
- it could damage our property; or
- it could affect the quality of services we provide to other customers.

We will charge you for this extra work. If you do not let us solve the problem, or you do not pay our charges for the extra work, we will end your agreement immediately.

You must not tamper with our wiring or termination point.

If the services you have asked for need a mains electricity supply, you must provide and pay for electricity sockets and any extra equipment. We will tell you if you need to do this.

16. Extension wiring

Our exchange line will end at the termination point on your property. Anything that you connect to the termination point (including telephones and extension wiring) is your responsibility unless we have agreed to be responsible for it.

At your request, we will install extension wiring and additional telephone points at your property. We will charge you for providing this service at the rates set out in our Price Manual. Alternatively, you may wish to make your own arrangements for carrying out this kind of installation work. If you do this, you must follow our extension wiring guidelines. You can obtain further advice by calling Customer Services.

We will maintain the extension wiring and telephone points located in your property without making any additional charge to you in the following circumstances:

- we will always maintain the termination point located on your property, as this forms part of our network.
- where we have installed any extension wiring at your property, we will maintain that extension wiring for a period of twelve months from its date of installation.

In all other circumstances we will charge you for the time of our engineers in providing maintenance services to you for your extension wiring and telephone points at the hourly rates set out in our Price Manual. Where we are not under an obligation to maintain your extension wiring, we shall not be responsible for any problems with services that your extension wiring may cause.

17. Repairing faults

- It is impossible to provide completely fault-free services. We will try to reduce the number of faults by testing your exchange line at least once a day.
- We will try to repair faults quickly and within our target times. If you suspect a fault, please look at your equipment first to see if it is faulty. If it is not, please tell us as soon as possible.
- Some customers (such as doctors and hospitals) may need emergency fault repair. In these cases, we will try to deal with the fault immediately.
- We are not responsible for faults on your equipment unless you rent it from us or you have a separate supply or maintenance agreement with us for it. If we come out to repair a fault at your premises and:

- (i) there isn't a fault; or
- (ii) the fault is in your equipment.

you agree to pay the relevant charge detailed in our Price Manual.

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If we arrange an appointment with you to repair a fault or install equipment at your premises and you are not in when we call, you agree to pay the relevant charge detailed in our Price Manual.

- If you ask us to repair a fault outside our normal fault-repairing hours, you may have to pay an extra charge. Our hourly rate is in our Price Manual.

18. Our general rights

We will try not to cause you any problems, but we may do the following:

- we can change your phone number, or any other name or code we have let you use.
- if there is a war or national or local emergency, we can stop or suspend the services immediately without telling you.
- we can tell you how to use the services so that they are safe and do not affect the quality of services we provide to other customers.
- we can change the way we provide the services or change the services. We will only do this if we have to because we have updated our network, or because the service we get from other telecommunication network suppliers has changed.
- we can suspend the services to repair, maintain or improve our network.
- we can transfer your exchange line to a different exchange.

We can terminate or suspend the services if our authority to provide them under the Acts is withdrawn or amended in any way.

Before we do any of these things, we will give you as much warning as possible. If we have to suspend services, we will start them up again as soon as we can.

19. If you break your agreement

Termination for Breach:

We may suspend the services or end your agreement immediately if:

- you do not pay a bill, deposit or advance payment in accordance with these conditions or when we ask you to do so;
- we believe you are using the services in ways that are prohibited under Section 5; or
- you break any of these conditions or the conditions of any other agreement with us.

If we choose to suspend the services as a result of your breach and we agree to recommence the provision of services to you following your breach, we may ask you to pay a deposit (please see section 14).

Termination for Bankruptcy or Insolvency

You must notify us immediately if your financial position changes. You must send full details of any bankruptcy or insolvency proceedings against you, your company or any directors of your company, or if you have an administrative receiver or other person appointed to deal with your affairs. You will need to notify us if any unpaid balance on your account is subject to the proceedings.

We may suspend the services or end your agreement immediately if:

- a bankruptcy petition is made against you or you are a discharged bankrupt;
- you enter into a voluntary agreement with your creditors;
- you are a company and cannot pay your debts;
- you are a company and you go into liquidation or have a receiver appointed; or

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- you fail to notify us that any such proceedings have commenced against you, your company or any directors of your company.

If we suspend the services as a result of your bankruptcy or insolvency and we agree to recommence the provision of services to you following your bankruptcy or insolvency, we may ask you to pay a deposit (please see section 14).

If you are declared bankrupt or insolvent and we agree to provide the services to a receiver or another third party who is appointed to deal with your affairs, we may ask such third party to provide an undertaking for our benefit that they will agree to perform your obligations under these conditions, including the obligations to pay us for the provision of the services, during such time as the third party has control over your affairs and/or pay a deposit. We are entitled to refuse to supply services to you or any third party appointed to deal with your affairs, unless that third party agrees to enter into such undertaking or pay the deposit, if required.

20. Law

This Agreement is governed by English Law and the decisions of the English Courts.

21. Complaints

If you want to complain about the services, please contact Customer Services. We will try to deal with your claim quickly and sympathetically as set out in our complaints and compensation procedure. This is available on our website.

22. Settling disagreements

If we cannot sort out your complaint or you have any other disagreement with us about the services, you can ask the Office of the Telecommunications Ombudsman (Otel) to carry out an independent review and adjudicate on the matter. You will find details of how to apply to Otel in our Code of Practice which is available on our website. Details are also available from the website of Otel at www.otelo.org.uk

23. Our Responsibilities to you

- We may pay you compensation if we are late connecting you to the services or repairing faults unless the delay is caused by something which we cannot control (see Section 27). This compensation will be paid at our standard daily rates. The amounts are in our Compensation Scheme. You can get details of this scheme by calling Customer Services or looking on our website. We may also pay you compensation for what you have actually lost but you must prove this to us. We will not pay you more than the maximum amounts set out in our scheme.
- Where you experience faults or problems with the services that are not covered by our Compensation Scheme, the maximum that you will be able to claim from us will be equal to the total amount of our charges for the provision of the services to you during the previous 6 month period or the maximum monetary value of the compensation then available under our compensation scheme, whichever is the greater.
- We will not be responsible for any economic loss such as loss of contracts, loss of earnings, profits, data or business. For example, if you are a business customer, we will not pay you for the value of customer orders that you lost.
- We will not be responsible for any damage caused to equipment or apparatus that you connect to your exchange line that is caused by the effects of any lightning strike, power surge or other electromagnetic interference on your exchange line or for any other loss that is caused in this way.
- Notwithstanding anything else in this Section 23, we will always take responsibility if you or someone else is injured or dies because we have been negligent or for any other matters which we cannot legally exclude our responsibility.

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- This agreement contains all of your and our rights and obligations. However there are laws designed to protect you against a faulty service. These laws are included in the agreement only where English law says they must apply.
- Each part of this agreement that excludes or limits our responsibility operates separately. If any part is disallowed the other parts will still apply.
- The parts of this agreement that exclude or limit our responsibility will also operate in the unusual event that our employees or contractors are negligent in carrying out their duties.

24. Changing your agreement

The following paragraphs apply to all changes except for changes to charges. For changes to charges, please see Section 14.

We can change the general terms and conditions that apply to your agreement at any time and for any reason. Such changes may be necessary to take into account any changes to agreements we have with third parties, that enable us to supply the services to you, or any relevant laws, regulations or codes of practice. We may have to get OFCOM's approval for certain changes. We will inform you of any changes through one or more of the following means:

- We will publish details as soon as possible on our website;
- We may include details of such changes on your bill;
- We may send notice to you by email, if you have registered an email address with us; or
- We may send notice to you by post.

We will do this at least two weeks before the changes take place and you accept this as adequate notice. You will also be able to get details by calling Customer Services.

If we want to change terms and conditions that only apply to you, we will write and tell you at least two weeks before the change takes place.

You may ask for a change to the services at any time. We may ask you to send your request to us by letter. If we agree to the change you have requested, we will tell you the date the changes are effective from.

25. Transferring your agreement

- You must not transfer your agreement or any part of it, to anyone else unless we say that you can.
- We may transfer your agreement to someone else. We will not do this without asking you if doing it will weaken your rights.

26. Notices

If you or we give a notice under your agreement, the notice must be delivered by hand or sent by first-class mail to:

- **you** - at the address which we provide your telephony services; or
- **us** - at KC, 37 Carr Lane, Hull, HU1 3RE.

Please address your notice to Customer Services.

27. Matters that we cannot control

We will not be responsible if we cannot carry out our side of the agreement because of things that we cannot control. These include natural events such as flooding or bad weather, civil disorder, war, terrorism, national or local emergency, and the acts of negligence of other people or organisations that we are not responsible for.

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28. Joint responsibility

If you want the agreement to be in the names of more than one person, all of those people will be responsible for paying charges together and separately. This means that if any of them do not pay their charges, we can get the payment of the charges from any of the other named people.

29. Contact Us

Residential customers may contact Customer Services on 01482 602555. The Customer Service Team is available Monday to Friday, 9am – 7pm and Saturday 9am – 5pm.

You can write to us at KC, 37 Carr Lane, Hull, HU1 3RE.

30. Definitions

In these conditions, the following words have the following meanings:-

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| Acts | The Communications Act 2003, the Telecommunications Act 1984 and the Electronic Communications Act 2000, each as amended from time to time. |
| Agreement | The agreement between you and us to supply the services. |
| Call | Any form of message, signal or communication that is spoken or visual, including phone calls, data calls, text messages and faxes. |
| Exchange Line | The equipment on our network which connects your property to the exchange we use to supply the services. |
| Extension wiring | Telephone wiring installed at your property that allows you to connect further telephone points to the termination point. This wiring is your equipment and does not form part of our network. |
| KC Area | The City of Hull and the area around it, where we have installed our cabling. |
| Minimum period | The minimum period that applies to your service. This will be one year unless we have written to tell you differently. |
| Network | Our public telecommunications network in the KC Area. |
| OFCOM | The official regulator for the communications industry in the United Kingdom. |
| Payphone Line | A line for calls to and from a private payphone. |
| Price Manual | The Price Manual containing details of our Services and Charges, as updated from time to time. The Charges set out in the Price Manual are registered with Ofcom. If you would like to see a copy of the Price Manual please contact Customer Services or visit our website. |
| Property | Any place (including a room or part of a building) which you own, work or live in. It may include more than one site or building if: <ul style="list-style-type: none">• you own, work or live in all the sites or buildings; and• the distance between the boundaries of the two sites or building which are furthest away from each other is not more than 400 metres. |
| Services | Any services or facilities we provide which allow you to make and receive calls on our network. |

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|-------------------|---|
| Talk Plan | One of the service packages for residential customers detailed in our Price Manual. |
| Telephone Point | A phone socket or any other device which allows you to connect your equipment to either an exchange line or extension wiring. |
| Termination Point | The telephone point which we install at your property and at which your exchange line terminates. |
| Website | Means our website at: www.k-c.co.uk , as may change from time to time. |
| We, us, our | KCOM Group PLC. |
| You, your | The person who asks us to provide the services and who is responsible for the rental and other charges. This includes anyone we think is acting for you and your personal representatives if you die. It does not include a person who just makes a call. |
| Your Equipment | Equipment that is not part of our network and which you use or plan to use with the services. |