PRICING SCHEDULE

2017

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TELECOMS PRICING.

RENTAL PRICING

LINE RENTAL
Per month, Per line (or channel)

Rental Type	Charge
Standard Line Rental	£15.29
Premium Main Auxiliary line	£15.29
Premium Auxiliary line	£15.29
ISDN2e Standard	£15.29
ISDN2e Main Auxiliary channel	£15.29
ISDN2e Auxiliary channel	£15.29
ISDN30 Main channel	£15.29
ISDN30 Auxiliary channel	£15.29
DDI	£0.33

CONNECTION CHARGES
Supply of new line. Per line (or channel)

Analogue Lines	Charge
Standard Line	£99.99
Premium Main Auxiliary Line	£99.99
Premium Auxiliary line	£99.99
Standard Line — Restart	£35.00
Standard Line — Renumber	£40.00

ISDN2e Lines	Charge per channel
ISDN2e Standard	£240.00
ISDN2e Main Auxiliary channel	£124.50
ISDN2e Auxiliary channel	£124.50
DDI Planning charge	£75.00
DDI Connection	£0.75
ISDN2e Renumber per occasion	£55.00
ISDN2e Renumber per number	£25.00

ISDN30e Lines	Charge per channel
New Install— ISDN30e	£900.00
Installation per channel	£5.50
DDI Planning charge	£81.57
DDI Connection	£0.81

CALLING FEATURES

Feature	Connection Charge	Monthly Rental
Anonymous Call Rejection — Standard Line	-	£2.99
Anonymous Call Rejection — Premium Main	£75.00	£2.99
Bypass Number — Note (a)	-	£1.00
Call Barring (118) — by Admin Control	-	£2.50
Call Barring (Incoming and Outgoing)	-	£2.50
Call Barring (International & PRS) —by Admin Control	-	£2.50
Call Barring (PRS) - by Admin Control	-	£2.50
Call Diversion - by Admin Control (b)	£10.00	-
Change of Admin Divert to number	£5.00	-
Call Diversion (b)	-	£2.50
Call Sign	-	£2.50
Call Minder Basic	-	£2.50
Call Waiting	-	£2.50
Called Party Answer	-	£2.50
Caller Display	-	£2.50
Caller Redirect (CNI) - One Month's Service	£17.99	-
Caller Redirect (CNI) - Quarterly (or part thereof) Service	-	£25.19
Choose to Refuse	-	£2.50
Direct Connect	-	£2.99
Incoming Calls Barred 1st Line	£4.99	-
Incoming Calls Barred additional line	£4.99	-
Nuisance Call Service	£130.00	-
Outgoing Calls Barred	£10.00	-
Presentation Number (PSTN)	£25.00	£2.50
Reminder Call Pay Per Use	£0.10	-
Reminder Call	-	£2.50
Remote Call Forwarding - Note (b)	£45.00	£18.33
Ring Back	-	£2.50
Ring Back Pay Per Use	£0.10	-
Smart Divert	£14.99	£3.99
Smart Divert with Bypass Number	£14.99	£3.99
The Combined Call Barring and Bypass Number	-	£3.99
The Combined Call Diversion and Bypass Number	-	£3.99
Three-Way-Calling	-	£2.50
Three-Way-Calling Pay Per Use	£0.10	-
1571 Answer Service	-	£2.50
Withheld Numbers	Inclusive	

(a) This is a separate product but must be associated with either Smart Divert, Call Diversion or Call Barring.
(b) The rental and connection charges for Remote Call Forwarding/Call Diversion are in addition to all forwarded call charges at the appropriate dialled rates and are in addition to standard line rental charges. The renter of the service pays the appropriate dialled call rates for the diverted leg of the call. The caller pays for the call to the number dialled.
All prices exclude VAT, which are charged at the applicable rate and are charged monthly in advance, unless stated otherwise.

INVOICE OPTIONS

Option	Charge		Option	Charge
E – Billing	Inclusive		Paper Billing	£2.99

MAINTENANCE OPTIONS

Per month, per line (or channel)

Option	Charge	Features of Service
Bronze Care Level 1	£0.00	Fault repaired within 3 working days, Monday to Friday, excluding Public and Bank Holidays
Silver Care Level 2	Included	Fault repaired within 48 hours, Monday to Saturday, excluding Public and Bank Holidays
Gold Care Level 3	£4.50	Fault repaired within 24 hours, 7 days a week, including Public and Bank Holidays
Platinum Care Level 4	£6.00	Fault repaired within 6 hours, any time of day, any day of the year

TIME RELATED CHARGES

Type of repair		Normal Working Day (Mon—Fri)	All other times except Sundays & Public Holidays	Sundays and Public/Bank Holidays
Call-outs to repair faults associated with any network, cabling, dropwire or underground feeds within a customer's curtilage including the Network Terminating Point. Excludes ISDN30e	Per call out including first hour	£120.00	£150.00	£180.00
	Time in excess of the first hour	£60.00	£90.00	£120.00
	Minimum period charge	1 hour	1 hour	1 hour

Repair of faults.
Time Related Charges are raised to cover time spent by Openreach engineers repairing faults where this work is not covered, and for providing or rearranging services, customer-owned wiring or equipment.

Time Related Charges apply where:

1) The fault is found not to be with any Openreach service or equipment. In particular this covers the situation where no fault is found, or the fault is found to be on non-Openreach equipment, or is due to damage caused by someone at the end user's premises, or due to theft, loss or removal of equipment, or in the case of customer or end user owned or rented equipment (but not Openreach's network) faults caused by external or environmental factors (e.g. lightning, electrical surges or floods).

ABORTIVE VISIT CHARGES

Type of repair	Normal Working Day (Mon—Fri)	All other times except Sundays & Public Holidays	Sundays and Public/Bank Holidays
Missed Faults Visit	£120.00	£150.00	£180.00
Missed NLI (New Line Install)	£99.99		

OTHER CHARGES

Type	Charge
Unpaid Invoice interest charge	1.5% per month or part month
FraudDefender	£1.49 per month
Payment Rejection charge	£10.00 per rejection

All prices exclude VAT, which is charged at the applicable rate.

CALL PRICES

UK LANDLINE

Landline	Peak	Off Peak
Local	3.00	2.00
National	3.00	2.00

UK MOBILE CALLS

Mobile	All times
Vodafone	9.90
O2	9.90
Orange	9.90
T Mobile	9.90
Three	9.90
Mobile Other	9.90

UK OTHER CALLS

Charge Band	Peak	Off Peak
C	50.00	50.00
D	50.00	50.00
E	5.00	5.00
F	50.00	50.00
J	75.00	75.00
K	85.00	85.00
M	34.90	34.90
N	15.00	15.00
FW1	13.20	13.20
FW2	12.50	12.50
FW3	13.90	13.90
FW4	13.50	13.50
FW5	12.60	12.60
FW6	15.00	15.00
FW7	10.50	10.50
G6	7.00	7.00

ACCESS CHARGES

UK Landline	Peak	Off Peak
Service Charge	Determined by the provider you are calling	
Access Charge	5.00	5.00

PERSONAL NUMBERS

Charge Band	Peak	Off Peak
PN1	25.00	25.00
PN2	80.00	80.00
PN3	59.00	59.00
PN4	32.00	32.00
PN5	25.00	25.00
PN6	49.00	49.00
PN8	49.00	49.00
PN9	25.00	25.00
PN10	39.00	39.00
PN11	43.00	43.00
PN12	30.00	30.00
PN13	43.00	43.00
PN14	42.00	42.00
PN15	15.00	15.00
PN16	13.00	13.00
PN17	16.00	16.00
PN18	18.00	18.00
PN19	60.00	60.00
PN20	25.00	25.00

PAGING SERVICES

Charge Band	Fixed Price Call
FF10	26.00
FF3	25.00
FF8	15.80
FF9	42.00

NGCs

Charge Band	Connection Charge	PPM
NGCS 46	12.50	5.00
NGCS 47	17.50	5.00
NGCS 48	22.50	5.00
NGCS 49	32.50	5.00
NGCS 50	37.50	5.00
NGCS 51	42.50	5.00
NGCS 52	47.50	5.00
NGCS 53	55.50	5.00
NGCS 54	57.50	5.00
NGCS 55	77.50	5.00
NGCS 56	82.50	5.00
NGCS 57	107.50	5.00
NGCS 58	152.50	5.00
NGCS 59	157.50	5.00
NGCS 60	207.50	5.00
NGCS 61	257.50	5.00
NGCS 62	307.50	5.00
NGCS 63	407.50	5.00
NGCS 64	507.50	5.00
NGCS 65	607.50	5.00

NGCs

Name	PPM
NGCS 1	5.00
NGCS 2	6.00
NGCS 3	7.00
NGCS 4	8.00
NGCS 5	9.00
NGCS 6	10.00
NGCS 7	11.00
NGCS 8	12.00
NGCS 9	13.00
NGCS 10	14.00
NGCS 11	15.00
NGCS 12	16.00
NGCS 13	17.00
NGCS 14	18.00
NGCS 15	20.00
NGCS 16	25.00
NGCS 17	30.00
NGCS 18	35.00
NGCS 19	40.00
NGCS 20	41.00
NGCS 21	45.00
NGCS 22	50.00
NGCS 23	51.00
NGCS 24	55.00
NGCS 25	60.00
NGCS 26	65.00
NGCS 27	70.00
NGCS 28	75.00
NGCS 29	80.00
NGCS 30	85.00
NGCS 31	95.00
NGCS 32	100.00
NGCS 33	104.00

Name	PPM
NGCS 34	105.00
NGCS 35	115.00
NGCS 36	125.00
NGCS 37	150.00
NGCS 38	155.00
NGCS 39	160.00
NGCS 40	185.00
NGCS 41	205.00
NGCS 42	225.00
NGCS 43	255.00
NGCS 44	305.00
NGCS 45	365.00

Name	Connection Charge	PPM
NGCS 66	84.50	160.00
NGCS 67	87.50	30.00
NGCS 68	406.50	144.00
NGCS 69	506.50	140.00
NGCS 70	557.50	280.00
NGCS 71	581.50	304.00
NGCS 72	705.50	354.00
NGCS 73	7.50	255.00
NGCS 74	12.50	10.00
NGCS 75	17.50	15.00
NGCS 76	47.50	45.00
NGCS 77	77.50	75.00
NGCS 78	157.50	155.00
NGCS 79	207.50	205.00
NGCS 80	452.50	262.00

Connection charges apply; 8.5p to local and national, 8.5p to mobile and 8.5p to international destinations, unless stated otherwise. All prices exclude VAT which is charged at the applicable rate and are listed in pence per minute, Calls to mobiles will be charged at the above original operator rates. Calls will be charged per 60 seconds and rounded up to the nearest penny.

INTERNATIONAL PRICE LIST

Destination	International Landline Anytime	International Mobile Anytime
Afghanistan	192.50	213.50
Albania	59.50	80.50
Algeria	59.50	80.50
American Samoa	192.50	213.50
Andorra	59.50	80.50
Angola	140.00	161.00
Anguilla	73.50	94.50
Antarctic Territories	192.50	213.50
Antigua & Barbuda	73.50	94.50
Argentina	108.50	129.50
Armenia	91.00	112.00
Aruba	91.00	112.00
Ascension Island	192.50	213.50
Australia	49.00	70.00
Austria	28.00	49.00
Azerbaijan	91.00	112.00
Azores	35.00	56.00
Bahamas	73.50	94.50
Bahrain	91.00	112.00
Bangladesh	59.50	80.50
Barbados	73.50	94.50
Belarus	91.00	112.00
Belgium	28.00	49.00
Belize	140.00	161.00
Benin	140.00	161.00
Bermuda	73.50	94.50
Bhutan	192.50	213.50
Bolivia	140.00	161.00
Bosnia & Herzegovina	140.00	161.00
Botswana	108.50	129.50
Brazil	108.50	129.50
British Virgin Islands	73.50	94.50
Brunei	108.50	129.50
Bulgaria	59.50	80.50
Burkina Faso	140.00	161.00
Burundi	140.00	161.00
Cambodia	192.50	213.50
Cameroon	108.50	129.50
Canada	24.50	45.50
Canary Islands	35.00	56.00
Cape Verde Island	192.50	213.50
Cayman Islands	73.50	94.50
Central African Republic	192.50	213.50
Chad	192.50	213.50
Chatham Islands	35.00	56.00
Chile	108.50	129.50
China	91.00	112.00
Christmas Island	192.50	213.50
Cocos Island	192.50	213.50
Columbia	140.00	161.00
Comoros	192.50	213.50
Congo	140.00	161.00
Cook Islands	192.50	213.50
Costa Rica	108.50	129.50
Croatia	59.50	80.50
Cuba	192.50	213.50
Cyprus North	59.50	80.50
Cyprus South	35.00	56.00

Destination	International Landline Anytime	International Mobile Anytime
Czech Republic	35.00	56.00
Denmark	28.00	49.00
Diego Garcia	192.50	213.50
Djibouti	192.50	213.50
Dominica	73.50	94.50
Dominican Republic	73.50	94.50
DR Congo	140.00	161.00
East Timor	192.50	213.50
Ecuador	140.00	161.00
Egypt	108.50	129.50
El Salvador	108.50	129.50
Emsat	385.00	406.00
Equatorial Guinea	192.50	213.50
Eritrea	140.00	161.00
Estonia	59.50	80.50
Ethiopia	140.00	161.00
Euro Sat	200.00	221.00
Faroe Islands	35.00	56.00
Falkland Islands	140.00	161.00
Fiji	192.50	213.50
Finland	28.00	49.00
France	28.00	49.00
French Guiana	192.50	213.50
French Polynesia	192.50	213.50
Gabon	140.00	161.00
Gambia	140.00	161.00
Georgia	91.00	112.00
Germany	28.00	49.00
Ghana	108.50	129.50
Gibraltar	35.00	56.00
Global Satellite-Thuraya	420.00	441.00
Greece	28.00	49.00
Greenland	192.50	213.50
Grenada	73.50	94.50
Guadeloupe	73.50	94.50
Guam	192.50	213.50
Guantanamo Bay	140.00	161.00
Guatemala	108.50	129.50
Guinea	192.50	213.50
Guyana	140.00	161.00
Haiti	140.00	161.00
Honduras	108.50	129.50
Hong Kong	49.00	70.00
Hungary	35.00	56.00
Iceland	59.50	80.50
India	59.50	80.50
Indonesia	91.00	112.00
Inmarsat B Maritime	350.00	371.00
Inmarsat Mini M	104.14	125.14
Iran	108.50	129.50
Iraq	108.50	129.50
Ireland	21.00	42.00
Iridium 8817	450.00	471.00
Israel	49.00	70.00
Italy	28.00	49.00
Ivory Coast	108.50	129.50
Jamaica	73.50	94.50

Destination	International Landline Anytime	International Mobile Anytime
Japan	49.00	70.00
Jordan	108.50	129.50
Kazakhstan	91.00	112.00
Kenya	108.50	129.50
Kiribati	192.50	213.50
Korea North	192.50	213.50
Korea South	91.00	112.00
Kosovo	42.50	63.50
Kuwait	91.00	112.00
Kyrgyzstan	91.00	112.00
Laos	192.50	213.50
Latvia	59.50	80.50
Lebanon	108.50	129.50
Lesotho	140.00	161.00
Liberia	108.50	129.50
Libya	59.50	80.50
Liechtenstein	59.50	80.50
Lithuania	59.50	80.50
Luxembourg	28.00	49.00
Macao	108.50	129.50
Macedonia	59.50	80.50
Madagascar	140.00	161.00
Malawi	108.50	129.50
Malaysia	49.00	70.00
Maldives	140.00	161.00
Mali	140.00	161.00
Malta	35.00	56.00
Marshall Islands	192.50	213.50
Martinique	73.50	94.50
Mauritania	140.00	161.00
Mauritius	192.50	213.50
Mayotte	192.50	213.50
Mexico	91.00	112.00
Micronesia	192.50	213.50
Midway Islands	140.00	161.00
Moldova	140.00	161.00
Monaco	35.00	56.00
Mongolia	192.50	213.50
Montserrat	73.50	94.50
Morocco	59.50	80.50
Mozambique	140.00	161.00
Myanmar	140.00	161.00
Namibia	140.00	161.00
Nauru	192.50	213.50
Nepal	108.50	129.50
Netherlands	28.00	49.00
New Caledonia	192.50	213.50
New Zealand	49.00	70.00
Nicaragua	108.50	129.50
Niger	140.00	161.00
Nigeria	91.00	112.00
Niue	192.50	213.50
Norfolk Islands	192.50	213.50
Northern Marianas	192.50	213.50
Norway	28.00	49.00
Oman	91.00	112.00
Pakistan	59.50	80.50
Palau	192.50	213.50
Palestine	49.00	70.00
Panama	108.50	129.50
Papua New Guinea	192.50	213.50

Destination	International Landline Anytime	International Mobile Anytime
Paraguay	108.50	129.50
Peru	108.50	129.50
Philippines	91.00	112.00
Poland	35.00	56.00
Portugal	35.00	56.00
Puerto Rico	73.50	94.50
Qatar	91.00	112.00
Reunion Island	192.50	213.50
Romania	59.50	80.50
Russia	59.50	80.50
Rwanda	140.00	161.00
San Marino	35.00	56.00
Sao Tome & Principe	192.50	213.50
Saudi Arabia	91.00	112.00
Senegal	108.50	129.50
Serbia	59.50	80.50
Seychelles	108.50	129.50
Sierra Leone	108.50	129.50
Singapore	49.00	70.00
Slovakia	35.00	56.00
Slovenia	59.50	80.50
Solomon Islands	192.50	213.50
Somalia	192.50	213.50
South Africa	49.00	70.00
South Sudan	108.50	129.50
Spain	28.00	49.00
Sri Lanka	108.50	129.50
St. Helena	192.50	213.50
St. Kitts & Nevis	73.50	94.50
St. Lucia	73.50	94.50
St. Pierre	192.50	213.50
St. Vincent's	73.50	94.50
Sudan	108.50	129.50
Suriname	140.00	161.00
Swaziland	140.00	161.00
Sweden	28.00	49.00
Switzerland	28.00	49.00
Syria	108.50	129.50
Taiwan	91.00	112.00
Tajikistan	140.00	161.00
Tanzania	108.50	129.50
Thailand	91.00	112.00
Togo	140.00	161.00
Tokelau	192.50	213.50
Tonga	192.50	213.50
Trinidad & Tobago	73.50	94.50
Tunisia	59.50	80.50
Turkey	59.50	80.50
Turkmenistan	91.00	112.00
Turks & Caicos Island	73.50	94.50
Tuvalu	192.50	213.50
Uganda	108.50	129.50
Ukraine	91.00	112.00
United Arab Emirates	91.00	112.00
Uruguay	108.50	129.50
USA	24.50	45.50
USA Toll Free	14.07	35.07
Uzbekistan	91.00	112.00
Vanuatu	192.50	213.50
Venezuela	108.50	129.50
Vietnam	140.00	161.00

Destination	International Landline Anytime	International Mobile Anytime
Virgin Islands-US	73.50	94.50
Western Samoa	192.50	213.50
Yemen	140.00	161.00
Zambia	108.50	129.50
Zimbabwe	108.50	129.50

CALL BUNDLES

		Cost per line/channel per month
Anytime UK landline*	All calls to UK numbers beginning 01, 02 and 03 included	**£8**
500 Mobile Minutes#	500 minutes to all UK mobiles from your landline	**£10**

*The Anytime UK landline bundle excludes line rental and any other network services, which are charged in addition. Anytime UK landline bundle is charged monthly in advance, minimum period one month and non-refundable. Calls longer than 60 minutes will be charged at the applicable out-of-bundle costs. Fair usage policy applied.
#The mobile calls bundle excludes line rental and any other network services, which are charged in addition. Mobile calls bundle option is charged monthly in advance, minimum period one month and non-refundable. Calls longer than 60 minutes will be charged at the applicable out-of-bundle cost. Also excludes calls to Lyca mobiles, which are charged at FW7.

All prices exclude VAT, which are charged at the applicable rate

TIME BANDS

Peak; Monday to Friday, 8am-6pm

Off Peak; Monday to Friday, before 8am & after 6pm and all day Saturday and Sunday

TERMINATION FEES

1 and 2 year contracts

Business Phone Line	£200 per line, channel and connection and for each year or part year remaining on your contract.
Business Broadband	Admin fee of £50 plus 50% of the total amount that would have been paid for the remaining term.
Fibre Broadband*	Admin fee of £50 plus 50% of the total amount that would have been paid for the remaining term.
Business Mobile	£75 plus remaining rental charges you would have been due until the end of the Minimum Period. Part months will be counted as full months.

3 year contracts

Business Phone Line	Admin fee of £50 plus 30% of anticipated expenditure[1] during the remainder of the supply period. Plus 30% of the fee which would have been payable for line rental and other selected services for the remainder of the term.
Business Broadband	Admin fee of £50 plus 50% of the total amount that would have been paid for the remaining term.
Fibre Broadband*	Admin fee of £50 plus 50% of the total amount that would have been paid for the remaining term.

1 Anticipated expenditure means the higher of (1) the customer's estimated monthly expenditure as stated on the Front Sheet or (2) the customer's average monthly spend since the start of the supply period. Where the customer's estimated monthly expenditure is not stated on the Front Sheet, the sum of £40 shall be taken as the customer's estimated monthly expenditure for the purpose of the termination fee.
*If you cancel your fibre connection within the first 12 months, you will also be liable to pay the remaining service charges which would have been payable in the first 12 months if the contract had continued.

If the contract is terminated during the Minimum Period you must also pay a sum equal to 100% of the discounts, if any, already received before the termination date.

MOVING PREMISES

It's important to give us as much notice as possible (at least 30 days) when you're moving premises.

The whole process is really easy, just contact us on the details below and we'll coordinate the transfer of supply to your new premises, arrange an engineer's appointment and secure the retention of your telephone numbers, wherever possible. If it's not possible to retain your number, we offer plenty of solutions so you never miss a call.

kinex
Longley House
Longley Lane
Manchester
M22 4SY

0161 465 6655

service@kinex.co.uk
kinex.co.uk

NON DIRECT DEBIT PRICING RATES

Unless otherwise agreed, we may charge you for Service at our Non Direct Debit Pricing Rates if you do not pay our invoices by Direct Debit. The Non Direct Debit Pricing Rates can be found at kinex.co.uk/terms-and-pricing. All prices exclude VAT which is charged at the applicable rate.

For **mobile** customers, unless otherwise agreed, we may charge you for Service at our Non Direct Debit Pricing Rates, which is the prices published in this Pricing Schedule plus an additional 25%. All prices exclude VAT which is charged at the applicable rate.

STANDARD VARIABLE RATES

After the minimum period or any fixed term renewal period charges may be charged at the Standard Variable Rate, which is the prices published in this Pricing Schedule plus an additional 25% for all calls and 10% for line rental and network features. All prices exclude VAT which is charged at the applicable rate.

BROADBAND & FIBRE PRICING

BROADBAND PACKAGES

ESSENTIAL BROADBAND PACKAGE

Essential Broadband

20GB monthly download limit[1]

£2.00 per 2GB over usage charge[1]

Broadband speed up to 17 Mbps[2]

Only £14.99 per month

UNLIMITED BROADBAND PACKAGE

Unlimited Broadband

Unlimited monthly download limit[1]

No additional usage charge

Broadband speed up to 17 Mbps[2]

Only £19.99 per month

BROADBAND PACKAGE PRICING

Service	Charge
Wireless router	Inclusive[4]
Static IP Address	£3 per month
Email addresses	Inclusive
Moving broadband to a different telephone line	£50.00
Broadband reconnection	£50.00
Abortive end user site visit	£85.00
Engineer visit	£140.00

FIBRE PACKAGES

ESSENTIAL FIBRE PACKAGE

Essential Fibre

Up to 38 Mbps download speed[3]

Up to 10 Mbps upload speed[3]

Unlimited usage[1]

Only £31.99 per month

ABSOLUTE FIBRE PACKAGE

Absolute Fibre

Up to 76 Mbps download speed[3]

Up to 19 Mbps upload speed[3]

Unlimited usage[1]

Only £39.99 per month

1. kinex operates a fair usage policy for its Unlimited Broadband and fibre broadband packages. You will incur no additional charge or suspension of service as a consequence of exceeding any usage threshold. If kinex believe that your use of the Service is adversely affecting the network (or any part of it) or other customers, then kinex may moderately regulate your usage. For customers on Essential Broadband this includes a 20GB usage limit, for usage above this limit a charge of £2.00 per 2GB applies, no charge will be applied in the first two months of supply for over usage.
2. Broadband speed of up to 17 Mbps is based upon over 10% of users on the network achieving these speeds.
3. Speeds based on over 10% of users on the network achieving these speeds. The actual speed you will receive is subject to line distance from the principal connection point to your premises and line quality. Speeds vary significantly by location. External factors e.g. internet congestion and premises wiring can also significantly affect speed. An engineer will need to attend your premises to complete the connection. If you fail to provide access on the appointed date, a missed appointment fee of £125 will apply. On the day the work is scheduled to be completed you will experience a temporary interruption to your telephone service and any existing broadband connection you may have. You must have a router with a VDSL Modem to connect to your fibre broadband. If you do not have one, we will supply one. FTTC is subject to exchange availability.
4. If you terminate your contract with kinex and you have taken a router which is not returned within 14 days of termination, in good condition and suitable packaging, you will be charged £50.

Fluctuation in Broadband line speed is expected to occur within the first 10 days of service whilst your line speed automatically adjusts to the maximum speed it can reliably support. All prices quoted exclude VAT, which is charged at the applicable rate.

Fibre broadband is excluded from Price Promise.

MOBILE PRICING

MOBILE PACKAGES

Destination	Cost
UK Landlines (01,02,03)	1.8p per minute
EE O2 Orange T-Mobile Vodafone	12.9p per minute
Three	16.7p per minute
Other Mobile	16.7p per minute
Connection Charge	6p

Destination	Cost
SMS	8p per message
MMS	30p per message
Data (no data bundle taken)	15p per MB
Voicemail	9p per minute
080 numbers	Free
084 / 087 / 118 / 09 numbers	Service Charge[1] + Access Charge[2]
1) Service Charge = Set by the provider you are calling **2) Access Charge** = 37.5p per minute	
070 numbers / SMS short codes	Up to £2.50 per minute/SMS/Call

Above rates cannot be combined with bundles. Calls to mobiles will be charged at the above original operator rates. Calls will be charged per 60 seconds and rounded up to the nearest penny. A text message consists of up to 160 characters, if you send a longer message, you will be charged for two or more text messages as appropriate. Prices are shown in pence per minute unless stated otherwise. Prices exclude VAT.

Bundle	Cost
1 GB	£5.00 per month
3 GB	£11.00 per month
10 GB	£20.00 per month
100 minutes & 100 SMS	£2.50 per month
300 minutes & 1000 SMS	£7.50 per month
Unlimited minutes & SMS	£12.00 per month
Unlimited min & SMS + 1GB	£15.00 per month

Tailor your mobile call plan with a Talk and Text Bundle and a Data Bundle for your perfect package. Bundles charged monthly.

Out of bundle usage charged at: 33p per minute for calls to standard UK landline, mobile and voicemail, 12p per SMS and 50p per MB. Only one Talk and Text and one Data bundle per connection.

Bundles for UK use only. Calls to 01, 02, 03, standard UK mobile numbers and voicemail use bundled minutes which are rounded up to the nearest minute. Calls to non-standard destinations charged at non bundle price listed above. Calls longer than 60 minutes will be charged at the applicable out of bundle cost. Call restricted to a maximum of 99 distinct dialled numbers, beyond this number calls will be charged at the applicable out of bundle cost.

Handset and Rental	Cost
Tier 1 handset rental	£12.35 per month
Tier 2 handset rental	£17.35 per month
Tier 3 handset rental	£22.35 per month
Tier 4 handset rental	£27.35 per month
SIM only	£7.35 per month

Please refer to your contract for confirmation of the make, model and charge you have agreed to. Handset rental is charged at the applicable rate per connection per month.

Handsets are sent separately from SIM cards, please call to activate your SIM and your new handset will be despatched.

For details of the handsets currently offered please visit our website at www.kinex.co.uk.

Contact Details	
Phone	0161 465 6655
Lost/Stolen	0161 465 6657
Website	www.kinex.co.uk
e-mail	enquiries@kinex.co.uk
Address	kinex, Longley House, Longley Lane, Manchester M22 4SY

Lost/Stolen Mobile Phones

If your phone has been lost or stolen, we can help.

Call 0161 465 6657 straight away

We will bar your SIM card to prevent unauthorized charges being made to your account.

Mobile International Call Pricing

Ireland, Channel Islands and European Union

Cost to call from UK: **20p** Cost of calling the UK: **See note** Cost of calling within group: **See note** Cost of calling any other country: **162p**
Cost to receive calls: **See note** Cost of SMS to destination: **10p** Cost of SMS from destination: **See note** Cost of downloading data: **0.055p per KB**

Aland Islands	Andorra	Austria	Belgium	Bulgaria	Canary Islands	Cyprus (South)	Czech Republic	Denmark	Estonia
Finland	France	Germany	Gibraltar	Greece	Guernsey	Hungary	Iceland	Ireland	Isle of Man
Italy	Jersey	Latvia	Liechtenstein	Lithuania	Luxembourg	Malta	Monaco	Netherlands	Norway
Poland	Portugal	Reunion	Romania	San Marino	Slovakia	Slovenia	Spain	Sweden	Vatican City

Note: When roaming you will be charged your UK package rates for calls, text messages and data usage.

Other Europe and Eastern Mediterranean

Cost to call from UK: **30p** Cost of calling the UK: **143p** Cost of calling any other country: **333p**
Cost to receive calls: **95p** Cost of SMS to destination: **25p** Cost of SMS from destination: **48p** Cost of downloading data: **1p per KB**

Albania	Belarus	Bosnia & Herzegovina	Croatia	Cyprus (North)	Faroe Islands	Georgia	Israel	Macedonia	Moldova
Palestine	Serbia	Switzerland	Turkey	Ukraine					

Asia Pacific and South Africa

Cost to call from UK: **50p** Cost of calling the UK: **143p** Cost of calling any other country: **333p**
Cost to receive calls: **95p** Cost of SMS to destination: **25p** Cost of SMS from destination: **57p** Cost of downloading data: **1p per KB**

Australia	China	Hong Kong	Japan	Korea (South)	Malaysia	New Zealand	Norfolk Island	Singapore	South Africa
Thailand									

Canada and USA

Cost to call from UK: **20p** Cost of calling the UK: **162p** Cost of calling any other country: **333p**
Cost to receive calls: **95p** Cost of SMS to destination: **15p** Cost of SMS from destination: **57p** Cost of downloading data: **1p per KB**

Middle East

Cost to call from UK: **30p** Cost of calling the UK: **209p** Cost of calling any other country: **333p**
Cost to receive calls: **143p** Cost of SMS to destination: **25p** Cost of SMS from destination: **57p** Cost of downloading data: **1p per KB**

Bahrain	Egypt	Jordan	Kuwait	Oman	Qatar	Saudi Arabia	UAE

Rest of World

Cost to call from UK: **120p** Cost of calling the UK: **228p** Cost of calling any other country: **333p**
Cost to receive calls: **143p** Cost of SMS to destination: **25p** Cost of SMS from destination: **57p** Cost of downloading data: **1p per KB**

Afghanistan	Algeria	American Samoa	Angola	Anguilla	Antarctica	Antigua	Argentina	Armenia
Aruba	Ascension Island	Azerbaijan	Bahamas	Bangladesh	Barbados	Belize	Benin	Bermuda
Bhutan	Bolivia	Botswana	Brazil	Brunei	Burkina Faso	Burundi	Cambodia	Cameroon
Cape Verde	Cayman Islands	Central African Rep.	Chad	Chile	Christmas Islands	Cocos	Colombia	Comoros
Congo	Cook Islands	Costa Rica	Ivory Coast	Cuba	Diego Garcia	Djibouti	Dominica	Dominican Rep.
Ecuador	El Salvador	Equatorial Guinea	Eritrea	Ethiopia	Falkland Islands	Fiji	French Polynesia	Futuna Islands
Gabon	Gambia	Ghana	Greenland	Grenada	Guam	Guatemala	Guinea	Guyana
Haiti	Honduras	India	Indonesia	Iran	Iraq	Jamaica	Kazakhstan	Kenya
Kosovo	Kyrgyzstan	Laos	Lebanon	Lesotho	Liberia	Libya	Macau	Madagascar
Malawi	Maldives	Mali	Martinique	Marshall Islands	Mauritania	Mauritius	Mayotte	Mexico
Micronesia	Mongolia	Montserrat	Morocco	Mozambique	Myanmar	Nagorno	Namibia	Nauru
Nepal	Netherlands Antilles	New Caledonia	Nicaragua	Nigeria	Niue	North Korea	N.Mariana Islands	Pakistan
Palau	Panama	Papua New Guinea	Paraguay	Peru	Philippines	Pitcairn Islands	Puerto Rico	Russia
Rwanda	Samoa	Sao Tome	Senegal	Seychelles	Sierra Leone	Solomon Islands	Somalia	Somaliland
South Ossetia	Sri Lanka	St. Helena	St. Kitts	St. Lucia	St. Martin	St. Vincent	Sudan	Suriname
Swaziland	Syria	Taiwan	Tajikistan	Tanzania	Timor	Togo	Tokelau	Tonga
Transnistria	Trinidad & Tobago	Tristan da Cunha	Tunisia	Turks and Caicos Islands	Tuvalu	Uganda	Uruguay	Uzbekistan
Vanuatu	Venezuela	Vietnam	Virgin Islands (UK & USA)	Wallis Island	Western Sahara	Yemen	Zambia	Zimbabwe

Prices stated above are per minute prices. For Ireland, Channel Islands and European Union there will be a minimum call charge of 30 seconds per call and each call is billed per second and will be rounded up to the nearest second. All other International Roaming calls will be charged per minute and will be rounded up to the nearest minute. For pricing on all other services, including data access, MMS messaging and Video Calls to international destinations or whilst abroad, please call our customer services team. International coverage is subject to roaming using available partnered networks. Where partnered networks are not available, alternative networks may be used. It is not possible to guarantee international coverage will be suitable for access to all or any of the services. Calls to Satellite/Inmarsat phones will be charged at £5 per minute at all times.