



Kinetic Telecom

01702 841841

Consumer Price Guide

Prices effective from 13th February 2020.

All prices shown are inclusive of VAT.

If you have any queries relating to this document please contact us
by email hello@ktel.co.uk or by phone 01702 841841.

Broadband Charges

	Fast	Super Fast	Ultra Fast
Download Speed	60Mbps	120Mbps	360Mbps
Upload Speed	12Mbps	24Mbps	72Mbps
Monthly Usage	Unlimited	Unlimited	Unlimited
Contract Length	12 Months	12 Months	12 Months
Router	Included	Included	Included
Monthly Cost	£30	£38	£56
Activation Fee	£45	£45	£45
Router Delivery Charge	£8	£8	£8

Broadband Charges (Upload Boost)

	Fast	Super Fast	Ultra Fast
Download Speed	60Mbps	120Mbps	360Mbps
Upload Speed	60Mbps	120Mbps	180Mbps
Monthly Usage	Unlimited	Unlimited	Unlimited
Contract Length	12 Months	12 Months	12 Months
Router	Included	Included	Included
Monthly Cost	£35	£48	£66
Activation Fee	£45	£45	£45
Router Delivery Charge	£8	£8	£8

Broadband Activation fee: £45

Router Delivery Charge: £8

On site setup of router: £65 (Essex area only)

Migration from another service provider: £25

Telephone Charges

Monthly Charge: £3.75

Call Features

Feature	Price (per month)
Call Return*	Inclusive
Call Divert*	Inclusive
Caller ID	Inclusive
Call Waiting	Inclusive
Reminder Call	Inclusive
Voicemail	Inclusive
Enhanced Voicemail	Inclusive
Call Barring	Inclusive

Number Porting

Porting your telephone number is subject to a charge of £15. If porting away from Kinetic Telecom to another provider, it will be free of charge.

Call Charges

We have no time bands. It's the same price no matter the time of day.

Calls are rounded up to the nearest penny. Calls are rounded to the nearest second.

Call connection charge of 6p will be applied to all calls except Free calls, Fixed Fee Calls (including fixed fee directory enquiry calls), Calls charged by time duration that start with a fixed fee (including some directory enquiry calls)

UK landlines 01,02,03	3p per min
UK mobile, O2, Three, EE, Vodafone, Opal, BT Fusion	12p per min
Other UK mobile (Lycra etc)	18p per min
UK Mobile Voice and Data	28p per min
UK Mobile Virtual 1	18p per min
UK Mobile Virtual 2	12p per min
Guernsey Mobile	18p per min
Jersey Mobile	18p per min
999, 112	FREE
Freephone (0800, 0500)	FREE
123 (Talking Clock)	3p per min (16p connection charge)

Non Geographic Calls

The cost of calling 084, 087, 09 and 118 numbers will be split into two charges:-

- **Access charge:** this is what we'll charge you, per minute, for connecting the call. The access charge for Kinetic Telecom customers will be 8 pence per minute including VAT.
- **Service charge:** this is the rest of the call charge. The organisation you are calling will tell you how much it is.
- **Total charge:** Adding together the access charge and service charge will give the total cost of the call.
- In addition, in some circumstances you will be charged a one off call connection charge. This charge is dependent on the number you are calling. This can be seen in the table below.
- All charge codes with an * do not start charging you until 61 seconds.

Charge Code	One Off Call Connection Fee (per call in pence)	Charge per minute		
		Access Charge (p)	Service Charge (p)	Total Call Charge (p)
UKNSC001	0	8	0	8
UKNSC002	0	8	1	9
UKNSC003	0	8	2	10
UKNSC004	0	8	3	11
UKNSC005	0	8	4	12
UKNSC006	0	8	5	13
UKNSC007	0	8	6	14
UKNSC008	0	8	7	15
UKNSC009	0	8	8	16
UKNSC010	0	8	9	17
UKNSC011	0	8	10	18
UKNSC012	0	8	11	19
UKNSC013	0	8	12	20
UKNSC014	0	8	13	21
UKNSC015	0	8	15	23
UKNSC016	0	8	20	28
UKNSC017	0	8	25	33
UKNSC018	0	8	30	38

UKNSC019	0	8	35	43
UKNSC020	0	8	36	44
UKNSC021	0	8	40	48
UKNSC022	0	8	45	53
UKNSC023	0	8	46	54
UKNSC024	0	8	50	58
UKNSC025	0	8	55	63
UKNSC026	0	8	60	68
UKNSC027	0	8	65	73
UKNSC028	0	8	70	78
UKNSC029	0	8	75	83
UKNSC030	0	8	80	88
UKNSC031	0	8	90	98
UKNSC032	0	8	95	103
UKNSC033	0	8	99	107
UKNSC034	0	8	100	108
UKNSC035	0	8	110	118
UKNSC036	0	8	120	128
UKNSC037	0	8	145	153
UKNSC038	0	8	150	158
UKNSC039	0	8	155	163
UKNSC040	0	8	180	188
UKNSC041	0	8	200	208
UKNSC042	0	8	220	228
UKNSC043	0	8	250	258
UKNSC044	0	8	300	308
UKNSC045	0	8	360	368
UKNSC046	5	8	0	8
UKNSC047	10	8	0	8
UKNSC048	15	8	0	8
UKNSC049	25	8	0	8
UKNSC050	30	8	0	8
UKNSC051	35	8	0	8
UKNSC052	40	8	0	8
UKNSC053	48	8	0	8
UKNSC054	50	8	0	8
UKNSC055	70	8	0	8
UKNSC056	75	8	0	8
UKNSC057	100	8	0	8

UKNSC058	145	8	0	8
UKNSC059	150	8	0	8
UKNSC060	200	8	0	8
UKNSC061	250	8	0	8
UKNSC062	300	8	0	8
UKNSC063	400	8	0	8
UKNSC064	500	8	0	8
UKNSC065	600	8	0	8
UKNSC066	77	8	155	163
UKNSC067	80	8	25	33
UKNSC068	0	8	243	251
UKNSC069	350	8	10	18
UKNSC070*	243	8	243	251
UKNSC072*	276	8	177	185
UKNSC073*	0	8	250	258
UKNSC074*	5	8	5	13
UKNSC075*	10	8	10	18
UKNSC076*	40	8	40	48
UKNSC077*	70	8	70	78
UKNSC078*	150	8	150	158
UKNSC079*	200	8	200	208
UKNSC080*	445	8	257	265
UKNSC081	0	8	18	26
UKNSC082	0	8	22	30
UKNSC083	0	8	350	358
UKNSC084	250	8	75	83
UKNSC085	260	8	99	107
UKNSC086	275	8	78	86
UKNSC087*	300	8	130	138
UKNSC089*	1198	8	299	307
UKNSC092*	7	8	7	15
UKNSC093*	13	8	13	21
UKNSC094*	80	8	80	88
UKNSC095*	100	8	100	108
UKNSC096*	300	8	300	308
UKNSC097*	360	8	50	58
UKNSC098*	360	8	150	158
UKNSC099*	360	8	200	208
UKNSC100*	360	8	360	368

International Calls

Country	Charge per minute (p)
Antigua & Barbuda	16
Antigua & Barbuda Mobile	16
Afghanistan	40
Afghanistan Mobile	40
Anguilla	20
Anguilla Mobile	35
Albania	16
Albania Mobile	35
Albania Olo	140
Algeria	16
Algeria Mobile	45
Andorra	16
Andorra Mobile	35
Angola	35
Angola Mobile	40
Antarctic	140
Aruba	35
Aruba Mobile	40
Argentina	35
Argentina Major Cities	35
Argentina Mobile	40
Armenia	42
Armenia Mobile	45
Ascension Island	160
American Samoa	40
Australia	9
Australia Mobile	30
Australia Mobile (SATELLITE)	525
Australia Special Services	9
Austria	8
Austria Mobile Other	40
Austria Mobile	40
Azerbaijan	35
Azerbaijan Mobile	50
Bahrain	35
Bahrain Mobile	40
Bangladesh	15

Bangladesh Mobile	15
Bahamas	35
Bahamas Mobile	45
Belarus	55
Belarus Mobile	65
Benin	62
Benin Mobile	85
Bermuda	20
Belize	65
Belize Mobile	92
Belgium	15
Belgium Mobistar Mobile	15
Belgium Mobile	15
Belgium Proximus Mobile	33
Belgium Special Service	16
Bhutan	35
Bolivia	40
Bolivia Major Cities	40
Bolivia Equal Access	35
Bolivia Mobile	45
Bosnia Herzegovina	25
Bosnia Herzegovina Mobile	40
Botswana	35
Botswana Mobile	45
Brazil	16
Brazil Mobile	35
Brazil Rio De Janeiro	14
Barbados	14
Barbados Mobile	35
Brunei Darussalam	16
Brunel Mobile	30
British Virgin Islands	45
Burkina Faso	45
Burkina Faso Mobile	55
Bulgaria	12
Bulgaria Mobile	48
Burundi	35
Cambodia	40
Cambodia Mobile	45

Canada	8
Canada Directory Enquiries	100
Canada Northwestel	22
Central African Republic	65
Central African Republic Special Services	85
Cayman Islands	28
Cayman Islands Mobile	38
Congo Democratic Republic	55
Congo Democratic Republic Mobile	75
Congo Democratic Republic (Premium)	145
Chad	75
Chad Mobile	85
Chile	50
Chile Mobile	55
Chile Rural	65
Chile Special Services	107
Chile Santiago	45
China	12
China Mobile	12
Congo	73
Congo Mobile	89
Cook Islands	106
Colombia	55
Colombia Mobile	71
Comores	93
Cape Verde Islands	55
Cape Verde Mobile	85
Costa Rica	53
Costa Rica Mobile	69
Cameroon	53
Cameroon Mobile	69
Croatia	10
Croatia Mobile	22
Cuba	105
Cyprus	10
Cyprus Mobile	10
Czech Republic	10

Czech Republic Mobile	10
Diego Garcia	136
Djibouti	55
Djibouti Mobile	71
Denmark	10
Denmark Mobile Other	35
Denmark Mobile	10
Dominican Republic	51
Dominican Republic Mobile	58
Dominica	49
Dominica Mobile	65
East Timor	154
Ecuador	55
Ecuador Mobile	71
Egypt	52
Egypt Mobile	68
El Salvador	71
El Salvador Mobile	87
Emsat Satellite System	451
Equatorial Guinea	73
Eritrea	71
Estonia	10
Estonia Mobile Other	49
Estonia Mobile	32
Estonia (PERSONAL NUMBER)	60
Ethiopia	71
Ethiopia Mobile	87
Falkland Islands	84
Faroe Islands	24
Faroe Islands Mobile	40
Fiji	67
Fiji Mobile	71
Finland	10
Finland Mobile	10
Finland (PREMIUM)	26
France	10
France Mobile Other	43
France Mobile	43
France Mobile One	46

France Special Services	11
French Guyana	72
French Guyana Mobile	84
French Polynesia	73
Gabon	53
Gabon Mobile	69
Gambia	53
Gambia Mobile	69
Grenada	14
Grenada Mobile	30
Georgia	42
Georgia Mobile	58
Germany	10
Germany Mobile Other	27
Germany Mobile	12
Germany Personal Numbers	44
Ghana	53
Ghana Mobile	69
Gibraltar	15
Gibraltar Mobile	31
Guadeloupe	55
Guadeloupe Mobile	71
Greenland	57
Greece	10
Greece Mobile	10
Guatemala	53
Guatemala Mobile	69
Guinea Bissau	55
Guinea Bissau Mobile	71
Guinea	55
Guinea Mobile	71
Guam	73
Guyana	71
Guyana Mobile	87
Haiti	65
Haiti Mobile	82
Hong Kong	7
Hong Kong Mobile	9
Honduras	53

Honduras Mobile	69
Hungary	10
Hungary Budapest	26
Hungary Mobile	10
Iceland	10
Iceland Mobile Other	44
Iceland Mobile	11
India	16
India Major Cities	16
India Minor Cities	16
Inmarsat aero	541
Inmarsat b	213
Inmarsat hsd	897
Inmarsat m4	644
Inmarsat m	180
Indonesia	40
Indonesia Major Cities	40
Indonesia Mobile	55
Iran	75
Iran Mobile	85
Iridium Satellite System	450
Ireland	8
Ireland Mobile Other	32
Ireland Mobile	18
Ireland Mobile One	38
Ireland Premium	38
Ireland Special Services	18
Iraq	75
Iraq Baghdad	75
Iraq Mobile	90
Israel	30
Israel Mobile	45
Israel Palestine	30
Italy	8
Italy Hutchison 3G Mobile	33
Italy Tim Mobile	33
Italy Vodafone Mobile	33
Italy Mobile	42
Ivory Coast	55

Ivory Coast Mobile	65
Jamaica	20
Jamaica Mobile	35
Jordan	65
Jordan Mobile	85
Japan	6
Japan Mobile	22
Japan Tokyo	6
Kazakhstan	45
Kazakhstan Mobile	65
Kenya	50
Kenya Mobile	60
Kiribati	100
Kyrgyzstan	45
Kyrgyzstan Mobile	45
Kuwait	45
Kuwait Mobile	65
Laos	80
Latvia	12
Latvia Mobile Other	65
Latvia Mobile	65
Latvia Mobile One	74
Lebanon	70
Lebanon Mobile	85
Liberia	53
Liberia Mobile	69
Libya	28
Libya Mobile	50
Liechtenstein	10
Liechtenstein Mobile	51
Liechtenstein Special Services	51
Lithuania	10
Lithuania Mobile	10
Lithuania (PERSONAL NUMBERS)	61
Lesotho	53
Lesotho Mobile	69
Luxemburg	16
Luxemburg Mobile	16
Macedonia	28

Macedonia Mobile	44
St. Martin	48
Mali	55
Mali International Mobile	108
Martinique	55
Martinique Mobile	71
Macau	14
Mayotte	71
Mayotte Mobile	87
Madagascar	55
Madagascar Mobile	84
Mexico	44
Mexico Major Cities	44
Mexico (EQUAL ACCESS)	44
Mexico Mobile	60
Marshall Islands	87
Micronesia	87
Maldives	75
Maldives Mobile	132
Malta	10
Malta Mobile	13
Myanmar	73
Montenegro	32
Montenegro Mobile	50
Mongolia	85
Mongolia Mobile	90
Moldova	42
Moldova Mobile	58
Monaco	22
Monaco Mobile	38
Morocco	30
Morocco Mobile	55
Mozambique	55
Mozambique Mobile	75
Mauritius	45
Mauritius Mobile	45
Montserrat	50
Mauritania	75
Mauritania Mobile	85

Malawi	45
Malawi Mobile	45
Malaysia	25
Malaysia Kuala Lumpur	25
Malaysia Mobile	35
Namibia	50
Namibia Mobile	69
Netherlands Antilles	12
Netherlands Antilles Mobile	14
Nauru	100
New Caledonia	90
New Zealand	12
New Zealand Mobile	20
Nigeria	40
Nigeria Mobile	50
Nigeria Special Services	50
Niger	55
Niger Mobile	70
Nicaragua	71
Nicaragua Mobile	87
Niue	125
North Korea	110
Northern Marianas	70
Norway	12
Norway Mobile Other	35
Norway Mobile	25
Nepal	45
Nepal Mobile	60
Netherlands	12
Netherlands Mobile Other	30
Netherlands Mobile	30
Oman	55
Oman Mobile	70
Pakistan	12
Pakistan Mobile	20
Palau	95
Panama	50
Panama Mobile	75
Panama Special Services	75

Peru	45
Peru Mobile	55
Peru Rural	55
Portugal	12
Portugal Mobile	12
Portugal Special Services	15
Paraguay	50
Paraguay Mobile	65
Philippines	40
Philippines Mobile	50
Papua New Guinea	70
Poland	12
Poland Mobile Centernet	35
Poland Mobile Other	35
Poland Mobile	35
Poland Mobile One	50
Puerto Rico	35
Palestine	45
Palestine Mobile	50
Qatar	50
Qatar Mobile	65
Reunion	55
Reunion Mobile	71
Romania	12
Romania Mobile	20
Russia	30
Russia Major Cities	30
Russia Mobile	40
Russia Mobile One	40
Rwanda	50
Rwanda Mobile	65
South Africa	30
South Africa Mobile	45
South Africa Special Services	85
Satelite Other	220
Saudi International Arabia	64
Saudi International Arabia Mobile	88
Senegal	70
Senegal Mobile	85

Serbia	28
Serbia Mobile	45
Seychelles	65
Seychelles Special Services	85
Singapore	12
Singapore Mobile	28
Sierra Leone	53
Sierra Leone Mobile	69
South Korea	44
South Korea Mobile	60
Sri Lanka	53
Sri Lanka Mobile	69
Slovakia	12
Slovakia Mobile	17
Slovenia	12
Slovenia Alternative Networks	43
Slovenia Mobile Other	44
Slovenia Mobile	42
San Marino	28
San Marino Mobile	33
San Marino Premium	80
Solomon Islands	120
Somalia	95
Somalia Mobile	100
St. Pierre & Miquelon	45
St. Pierre & Miquelon Mobile	55
Spain	12
Spain Mobile	15
Spain Mobile One	46
Spain Premium	46
Spain Special Services	58
South Sudan	130
St. Helena	120
St. Kitts & Nevis	40
St. Kitts & Nevis Mobile	65
St. Lucia	16
St. Lucia Mobile	35
Sao Tome & Principe	120
Sudan	60

Sudan Mobile	65
Suriname	75
Suriname Mobile	85
St. Vincent & Grenadines	45
St. Vincent & Grenadines Mobile	55
Sweden	12
Sweden Mobile	15
Switzerland	12
Switzerland Mobile Other	43
Switzerland Mobile	43
Switzerland Mobile One	43
Switzerland Special Services	16
Swaziland	45
Swaziland Mobile	65
Syria	65
Syria Mobile	85
Taiwan	40
Taiwan Mobile	60
Tajikistan	50
Tajikistan Mobile	65
Turks & Caicos Islands	45
Turks & Caicos Island Mobile	99
Thailand	40
Thailand Mobile	45
Tunisia	45
Tunisia Mobile	50
Togo	70
Tokelau	150
Tonga	90
Trinidad & Tobago	20
Trinidad & Tobago Mobile	35
Turkmenistan	50
Turkey	15
Turkey (CYPRUS) mobile	56
Turkey (CYPRUS)	24
Turkey Mobile Other	52
Turkey Mobile	52
Tuvalu	100
Tanzania	50

Tanzania Mobile	65
United Arab Emirates	35
United Arab Emirates Mobile	45
Uganda	50
Uganda Mobile	65
Ukraine	30
Ukraine Mobile	45
Uruguay	50
Uruguay Mobile	65
USA	6
USA Alaska	6
USA Directory Enquiries	110
USA Hawaii	6
US Virgin Islands	6
Uzbekistan	40
Uzbekistan Mobile	55
Vanuatu	100
Vatican City	22
Venezuela	50
Venezuela Mobile	65
Vietnam	75
Vietnam Mobile	85
Wallis & Futuna	135
Western Samoa	135
Yemen	65
Yemen Mobile	85
Zambia	50
Zambia Mobile	65
Zimbabwe	50
Zimbabwe Mobile	75

	Charge per minute (in pence)
UK Wi Fi Services 1	14
UK Wi Fi Services 2	6
UK Wi Fi Services 3	16
UK Wi Fi Services 4	6
UK Wi Fi Services 5	12

UK Wi Fi Services 6	6
UK Wi Fi Services 7	11
UK Wi Fi Services 9	16
UK Wi Fi Services 10	7
UK Wi Fi Services 12	10

	Charge per minute (in pence)
UK Personal Numbering pn1	23
UK Personal Numbering pn2	60
UK Personal Numbering pn3	57
UK Personal Numbering pn4	31
UK Personal Numbering pn5	20
UK Personal Numbering pn6	24
UK Personal Numbering pn7	2
UK Personal Numbering pn8	24
UK Personal Numbering pn9	28
UK Personal Numbering pn10	42
UK Personal Numbering pn11	44
UK Personal Numbering pn12	32
UK Personal Numbering pn13	47
UK Personal Numbering pn14	36
UK Personal Numbering pn15	15
UK Personal Numbering pn16	16
UK Personal Numbering pn17	18
UK Personal Numbering pn18	19
UK Personal Numbering pn19	12
UK Personal Numbering pn20	29
UK Personal Numbering pn21	50
UK Personal Numbering pn22	6
UK Personal Numbering D	12
UK Personal Numbering E	5
UK Personal Numbering F	27
UK Personal Numbering j	29
UK Personal Numbering k	36

Late Payment Fees

Should your monthly payment be dishonoured, or it fails, a fee of £7.50 will be added to your account.

Debt Collection

If we need to pass your account to a third-party debt collection agency, an admin fee of £30 will apply.

Cancellation Charges

If you cancel your phone or broadband service during the minimum contract term, you will be charged early termination fees.

Phone cancellation only £10

Broadband and phone cancellation £18 per month for the remaining months of the contract.