

KC at Home

1. Introduction & summary

KC at Home is a range of in-home services designed to enhance the broadband experience of KCOM customers.

The KC at Home services are:

KC Broadband Boost – If your broadband speed is less than it should be for your location, we'll come to your home and improve your internal wiring to boost your speed to at least 80% of the postcode average for your area. No fix, no fee!

KC Broadband Install – designed for new broadband customers who would like some in-home help in getting up and running on KCOM Broadband. We will configure your router, install it, check your wireless settings and demonstrate the Internet working on your PC or alternative device.

2. Broadband boost

	Broadband Boost (One-Off)		Broadband Boost (Monthly)	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Set up fee	£0.00		£0.00	
Price	£75.00	£90.00	£5.00	£6.00
Service	Home visit to optimise your wiring and broadband speed		Home visit to optimise your wiring and broadband speed	
"KC Protect" - lifetime warranty on all Powerline, routers or wiring provided by KCOM	No		Yes	
Free local technical support	Yes			
Half price Phone & Broadband Care (or Family Care for £5.99/month instead of £7.99/month)	No		Yes	
Extras	Only pay if you achieve 80% of average line speed for your location - "no fix, no fee"		Only pay if you achieve 80% of average line speed for your location - "no fix, no fee"	
Contract term	None		18 months	
Billing	Added as additional service to broadband bill		Added as additional service to broadband bill	

3. Broadband install

	Broadband Install (One-Off)	
	Ex VAT	Inc. VAT
Set up fee	£0.00	
Price inc VAT	£24.99	£29.99
Service	home visit to configure your router, wireless settings and set up KCOM Broadband	
"KC Protect" - lifetime warranty on all Powerline, routers or wiring provided by KCOM	No	
Free local technical support		
Half price Phone & Broadband Care (or Family Care for £5.99/month instead of £7.99/month)	No	
Contract term	None	
Billing	Added as additional service to broadband bill	

4. Additional products & services

Hardware	Ex VAT	Inc. VAT	Hardware Offers
ADSL Microfilter	£3.40	£4.08	None
Missed Appointment Charge	£100.00	£120.00	Customer cannot be contacted or is not in (applies to KC at Home services only)
KC Phone & Broadband Care	£1.66/month	£1.99/month	Half price offer with any KC at Home monthly subscription
KC Family Care	£4.99/month	£5.99/month	Special reduced price for all customers with a KC at Home monthly subscription