

Home install service – No longer available for new supply

1. Introduction & summary

KCOM Home Install services help customers get the best possible KCOM broadband experience available at their home by making sure the set up basics are done correctly and the Wifi coverage is optimised. The service covers such things as router installation and positioning, Wi-Fi range maximisation and set up of home devices. The service is available for ADSL installations on

2. Proposition details

Home install is available to all ADSL customers but is most appropriate for those taking a new broadband service for the first time. There are a number of service variants: Home install – Bronze, Silver and Gold. A separate wireless troubleshooting option. And, Digital XL set-up which is a combines the features of Home install and wireless troubleshoot.

3. What is covered?

	Wireless troubleshoot	Home install Bronze	Digital XL Set up	Home install Silver	Home install Gold
One of charge Inc. VAT	£29	£49	£69	£99	£149
Router Installation	No	Yes	Yes	Yes	Yes
All living area Wifi survey	Main rooms	No	Yes - including external living areas if on the same electrical circuit. e.g. garden room, study, garage	Main rooms	Main rooms
Devices set up	No	1	Yes – set up of one primary device will be offered guidance provided on how to repeat	2	3
50% off premium router upgrade at point of visit	Yes	Yes	Yes	Yes	Yes
Email set up	No	No	No	Yes	Yes
One wireless boost (powerline adaptor)	No	No	No	No	Yes
Maximum time on site	1 hour	1 hour	2 hours	2 hours	3 hours
Internal wiring issues rework	No	No	No	No	No

4. MyTech engineer visit

The technician visit will take no more than the allotted time for the particular home install service that has been chosen. Unless the router is already in situ, they will bring with them a router and install it in the most appropriate place to maximise home coverage; they may recommend the purchase of certain additional elements in order to get the best performance from a particular home set up. A number of personal devices such as mobile, tablets, laptop or PCs will be set up to transmit and receive email in line with the package chosen. If home access is not possible due to a missed appointment by the customer, then KCOM reserve the right to make a charge equivalent to the standard engineer missed appointment fee.

5. What is not covered?

If there is a fault with your broadband service that is due to a defect in any equipment or wiring that has not been provided by KCOM this will not be covered as part of home install. Subsequent engineer visits will be charged at the usual retail price, as described in the KCOM pricing manual.