

Pilot: KC Hull City Council Starter

This product is available by invitation only to a limited number of pilot customers and may be withdrawn from supply at any time

1. Introduction and Summary

The KC Hull City Council Starter Pilot 'HCC Starter Pilot' will run in Autumn 2015 to a limited number applicants. It will enable participants to be connected to a standard broadband starter service at no cost, which includes a broadband router and 10GB free data allowance. It is designed to help people access information about Council, Health, Job and other services, as well as enjoy the benefits of being online generally.

2. Service Description

Based on ADSL technology, KC Broadband provides internet access with connection speeds that vary, depending on your line length from the telephone exchange. The Pilot has no contract term or monthly charge; when the data allowance has been used up, you will still be able to access a limited number of information websites including Hull City Council and NHS Direct. At the beginning of the next calendar month your data allowance will be reset to 10GB and you will be able to use the internet as normal. No overusage charges apply on this product. Any installation required to connect Pilot participants will be at no cost to the customer.

3. Pricing

Prices detailed below are inclusive of VAT.

4. Connection Charges

Pilot: HCC Starter Pilot	
Ex. VAT	Inc. VAT
Free	Free

Equipment	Service Detail	Ex VAT	Inc. VAT
Starter Pack	Standard Broadband Router	Free	Free
Delivery	Courier delivery, standard service	Free	Free

5. Service Detail

Pilot: HCC Starter Pilot			
Telephone Line	No telephone service or calls are provided as part of the Pilot. An exchange line is needed to deliver Broadband access only, and is provided by KC for that purpose. Existing KC customers will be able to continue their normal phone service / calls package during the Pilot.		
Broadband			
Download / Upload Speed	Check your available speeds here		
Data allowance	10 GB per calendar month		
Features included with Pilot			
Free Technical Support	1 dynamic IP Address	Parental Controls	
Features not available with Pilot			
Email / Anti-Virus / Anti-Spam	Webpace	Telephone service	

