

1. Introduction & summary

KCOM Care is a range of services to add value to our existing services, providing overall peace of mind.

2. Proposition details

KCOM Care meets the needs of KCOM phone and broadband customers who require insurance in the event of a fault, expert assistance with their KCOM services, and/or affordable security for all of their devices

3. What's covered?

	Multi Care	Phone & Broadband Care	Phone Care
Internet Security for PCs, MACs, Android tablets and Android Smartphones	Yes		
Real-time protection against all new and emerging Internet threats such as Phishing sites, malware, botnets and viruses	Yes		
Premium anti-theft/loss protection for all your Android devices	Yes		
Advanced Parental Controls for PCs and MACs	Yes		
FREE Phone Line Fault Visit	Yes	Yes	Yes
FREE Broadband Fault Visit	Yes	Yes	
VIP Response	Yes	Yes	Yes
PC Assure (PC Health Check)	Yes – 2 per year	Yes – 1 per year	
20% off KC MyTech Services	Yes	Yes	
Lifetime Router Warranty	Yes	Yes	

4. Engineer call out

Phone Care covers the cost of one engineer visit to your home per annum to fix an issue with the telephone line or wiring inside your home. Phone & Broadband Care covers the cost of one engineer visit to your home per annum to fix an issue with the telephone line or wiring inside your home, and one other engineer visit per annum to fix a broadband issue inside your home. You will only be entitled to request an engineer call out if you have an issue with your telephone line, wiring or broadband connection. You will not be entitled to request an engineer call out to carry out a general health check if you are not experiencing an issue.

5. VIP Response

VIP response means that you will receive a Priority Repair service (1 working day) if there is a fault with the telephone or broadband connection to your home. Working hours are Monday to Friday 8am – 5pm.

6. PC Assure

PC Assure (included with Phone & Broadband Care) is a full health check of the PC or laptop covered by your Phone & Broadband Care service. It includes the following services:

- Disk Defragmentation
- Clean up of unwanted files and software
- Removal of spyware, adware and malware
- Virus removal
- Assistance to ensure you have downloaded any Windows updates that are available to you
- PC and fan clean

PC Assure does not include replacement or repair of any hardware (or hardware components). You will be entitled to request one PC health check per annum under your Phone & Broadband Care service. You can bring your PC into our customer centre on Carr Lane, Hull for its health check or else you can pay an additional charge for our Pick Up & Drop Off service.

7. Lifetime router warranty

If you have a router purchased from KCOM, we will replace this free of charge if the router becomes faulty (Phone & Broadband Care and Multi Care only)

8. MyTech discounts

Phone & Broadband Care includes 20% off all chargeable MyTech services for the residential exchange line broadband service covered. KCOM's MyTech service offers router/equipment configuration, wireless security and general help with equipment and connections for a one-off fee.

10. What is not covered?

If the fault with your telephone or broadband service is due to a defect in any equipment that has not been provided by KCOM (other than internal wiring), the cost of repair of this equipment will not be covered. KCOM Care will only cover the first telephone and/or broadband-related engineer visit in any 12 month period. Subsequent engineer visits will be charged at the usual retail price, as described in the pricing manual.

11. Pricing

Pricing is as follows. The rental will be added to the customer's KCOM bill.

	Monthly Rental	
	Ex VAT	Inc. VAT
Phone Care	£1.66	£1.99
Phone & Broadband Care	£3.33	£3.99
Multi Care – 3 devices	£5.83	£6.99
Multi Care – 5 devices	£6.66	£7.99

12. Early Termination Charges

If you end your agreement during the minimum period, and you have already used the KCOM Care service for something that we would normally charge for, you will need to pay our standard charges for the services we have provided. You will need to pay these charges in addition to the early termination charges outlined below.

	Ex VAT – One Off ETC
Phone Care	£0.00
Phone & Broadband Care	£0.00
Multi Care	£20.00