



Regional Business Internet Special Offers

Offer 1 - New Fibre Build Area: First month free and no connection fee on the following KCOM Lightstream Unlimited packages: • 75Mbps Lightstream Basic package • 400Mbps Lightstream Ultra package • 750Mbps Lightstream Hyper package • 900Mbps Lightstream Giga package

Offer Period: 18 February 2021 to 18 March 2021 Inclusive

Eligibility: This offer is available to business customers who do not already receive a KCOM Lightstream services and purchase a KCOM 75Mbps, 400Mbps, 750Mbps or 900Mbps Unlimited Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability. Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer is not for a reduced monthly rental price. This Offer is available to business customers in KCOM's New Fibre Build Area who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 400Mbps, 750Mbps or 900Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge as set out in our price manual http://pricing.kcomhome.com/media/1566/p06-s64_kc_business_lightstream.pdf. Prices may increase during your contract term. Speeds quoted are average download speeds. For full offer terms and eligible rollout areas see heybusiness.kcom.com/offers. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. Cash or credit alternatives will not be offered. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

KCOM Enhanced SLA Bolt-on Discount

Offer: 50% off an Enhanced SLA Bolt-on when purchased with the Lightstream Monitored Bolt-on
 Offer Valid from: 22nd July 2019
 Offer expires: Ongoing
 Offer details:

	Description	Offer details	Retail Price	Offer Price
Enhanced SLA 1	Same working day fix if reported before 12pm ¹	50% off when purchased with a Lightstream service & Lightstream monitored Bolt-on	£30	£15
Enhanced SLA 2	Same day fix if reported before 12pm ¹	50% off when purchased with a Lightstream service & Lightstream monitored Bolt-on	£50	£25

¹ Next Day Repair excludes network outages or faults that require on-going monitored. Working days are Monday – Friday and exclude Bank and Public Holidays

For more information on Lightstream services please see [here](#).

For more information on Lightstream Bolt-on's please see [here](#).



KCOM Backup Offer

KC Backup 1 User (50GB) Free for 3 months

All customers can take advantage of 3 months free KC Backup 1 User (50GB) when contracting to a 12-month contract. After the initial 3-months the charge is £5.00 exc. VAT per month.

Re-contract offer: KC Backup 1 User (50GB) Free for 6 months

Customers that re-contract for voice and broadband or take a KC Package for 12 or 24 months, can take advantage of 6 months free KC Backup 1 User (50GB). After the initial 6 months the charge is £5.00 exc. VAT per month.

Re-contract Offer: KC Backup 1 User (5GB) Free

Customers that re-contract for voice and broadband or take a KC Package for 12 or 24 months, can take advantage of KC Backup 1 User (5GB) free.

KC Backup 5GB Free for KC Business Lightstream Customers

Until further notice, any KC Business Lightstream customer can take advantage of backing up their business data up to 5GB for free. This provides a PC or Mac licence for one machine. This is an ideal way for business Lightstream customers to utilise the faster upstream connection that Lightstream provides. Further product information and other KC Backup tariffs for more storage and users are available here:

http://sharepoint.kcom.com/sites/NOX/Shared Documents/P06-S49_KC_Backup.docx



No longer available

Cyber Monday Offer – New Fibre Build Area: First month free and no connection fee on the following KCOM Lightstream Unlimited packages:

- 75Mbps Lightstream Basic package
- 400Mbps Lightstream Ultra package
- 750Mbps Lightstream Hyper package
- 900Mbps Lightstream Giga package

Offer Period: 23 November 2020 to 4 December 2020

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 400Mbps, 750Mbps or 900Mbps Unlimited Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer is not for a reduced monthly rental price. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 400Mbps, 750Mbps or 900Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge as set out in our price manual [http://pricing.kcomhome.com/media/1566/p06-s64_kc_business_lightstream.pdf]. Prices may increase during your contract term. Speeds quoted are average download speeds. For full offer terms and eligible rollout areas see heybusiness.kcom/offers. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. Cash or credit alternatives will not be offered. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.



KCOM COVID-19 Care Home Offer

Offer: Care Homes special offer within Hull area on Business Lightstream Basic Unlimited and Business Lightstream Ultra Services only

Offer valid from: 15th June 2020

Offer expires: 1st October 2020

This is a time limited Offer for the period we expect COVID-19 issues to persist. However, KCOM reserves the right to change the Offer Period in line with Government COVID-19 guidelines, at any time.

Please see table below for Offer details. Please note, all services and charges will be reverted back to standard charges and services associated with billing Business Lightstream package (either Business Lightstream Basic Unlimited or Business Lightstream Ultra) For further details, please [see here](#):

Service	Business Lightstream Basic Unlimited	During Offer Period	Business Lightstream Ultra	During Offer Period
Speed (down/up)	75Mbps/20Mbps	400Mbps/200Mbps	400Mbps/200Mbps	750Mbps/375Mbps
Monthly Rental ¹	£55.00 ex. VAT	£55.00 ex. VAT	£65.00 ex. VAT	£65.00 ex. VAT
Connection Charge ²	£50.00 ex. VAT	£0.00	£50.00 ex. VAT	£0.00
Same Day Fix – 7 Days a week – Monthly Rental ^{3 4 5}	£50.00 ex. VAT	£0.00	£50.00 ex. VAT	£0.00
Tech Support Hours ⁶	Contact hours – Mon to Fri 0700 to 2200 Saturday 0700 to 1800 Sundays and Bank Holidays 1000 to 1800	Contact hours - 24/7 through dedicated COVID-19 phone line	Contact hours – Mon to Fri 0700 to 2200 Saturday 0700 to 1800 Sundays and Bank Holidays 1000 to 1800	Contact hours - 24/7 through dedicated COVID-19 phone line

¹ Monthly rental includes Call voice bolt on. Please see details [here](#). If you already have a Business line with us, this can be discussed with your account manager.

² The Business Lightstream service will be installed under the prioritised work for COVID-19. Where there are wayleave or other access issues our standard lead times do not apply. While we will prioritise provision of fibre services to Care Homes, third party access issues can take time to resolve and this may result in delays to service provision.

³ Excluding network outages, telephony faults or faults that require ongoing monitoring.

⁴ Same day fix for faults reported before 12:00 (12 00 hrs).

⁵ This service will be end on 1st October 2020 unless stated otherwise by You.

⁶ You will be provided with a dedicated COVID-19 tech support line at the point of sale. After 1st October 2020, normal Tech Support hours contact applies.



Terms and Conditions:

- This Offer only applies to care homes, which are defined by the NHS as comprising two main types of care home: (i) residential homes; and (ii) nursing homes. As the NHS notes, some care homes offer both residential and nursing care places. Care homes may be run by private companies, voluntary or charity organisations, or sometimes by local councils. Further details can be found at: <https://www.nhs.uk/conditions/social-care-and-support-guide/careservices-equipment-and-care-homes/care-homes/>
- This Offer is only available to those care homes which are included in the NHS' list of qualifying care homes.
- If You are not currently receiving a Business Lightstream service, and wish to benefit from this Offer, any Order placed will be subject to a new Initial Term of 12 months. KCOM Commercial in Confidence
- If You are not currently receiving a 75Mbps or 400Mbps qualifying Business Lightstream service and You wish to benefit from this Offer, You will be required to place a new Order and this Order will be subject to a new Initial Term of 12 months or 24 months.
- If You are currently receiving a 75Mbps or 400Mbps qualifying Business Lightstream service, and such Customer wishes to benefit from this Offer, any Order placed will not be subject to a new Initial Term of 12 months or 24 months.
- The Business Lightstream service will revert back to the Standard Speed as referenced above on 1 October 2020 or such other date as communicated by Us to You.
- No connection fee will be payable during the Offer Period.
- No Monthly Rental Charge shall be payable for Our Same Day Fix 7 Days per Week SLA during the Offer Period.
- Offer subject to status and the terms of KCOM Business Lightstream found [here](#).
- Subject to fibre network availability.
- Not valid with any other KCOM offer.
- The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.



Offer – 15% off monthly rental for LS Ultra, LS Hyper or LS Giga with SmartComms Fixed Max package for 12 months

Offer Period – 10th August 2020 to 31st October 2020 inclusive.

Eligibility: For new Business Lightstream customers within our Full Fibre Expansion Area

This is a limited time offer which allows new Business customers in KCOM's Full Fibre Expansion Area 15% off the standard monthly rental for Business Lightstream packages which are 400Mbps and above when taken with a Voice-bolt on (SmartComms Fixed Max). Please see table for offer details. For further details on our Business Lightstream packages please [see here](#).

Service	Service Details	Standard Monthly Rental (ex. VAT)	Offer Monthly Rental (ex.VAT)
LS Ultra with voice bolt-on	<ul style="list-style-type: none"> Download Speed: 400Mbps Upload Speed: 200Mbps Data allowance: Unlimited Fix time: Next working Day Voice Bolt-on: SmartComms Fixed Max licence which includes calls to local, national and mobiles¹ and; a Yealink T42S or Yealink W52P phone 	£65.00	£55.25
LS Hyper with voice bolt-on	<ul style="list-style-type: none"> Download Speed: 750Mbps Upload Speed: 375Mbps Data allowance: Unlimited Fix time: Next working Day Voice Bolt-on: SmartComms Fixed Max licence which includes calls to local, national and mobiles¹ and; a Yealink T42S or Yealink W52P phone 	£85.00	£72.25
LS Giga with voice bolt-on	<ul style="list-style-type: none"> Download Speed: 900Mbps Upload Speed: 500Mbps Data allowance: Unlimited Fix time: Next working Day Voice Bolt-on: SmartComms Fixed Max licence which includes calls to local, national and mobiles¹ and; a Yealink T42S or Yealink W52P phone 	£119.00	£101.15

Notes:

¹Packages that include unlimited calls to UK landline numbers (beginning 01,02 and 03) and UK mobile numbers* are subject to a Fair Usage Policy of 1,500 minutes per User per month with respect to calls to UK landline numbers and 1,500 minutes per User per month with respect to calls to UK



mobile numbers. If You exceed either of these limits We will charge Our standard rates for calls in excessive of the limit until the end of the relevant month (see charges [here](#)).

In addition, calls to UK mobile telephones must constitute not more than 50% of the calls (measured by time duration) on any invoice. Unlimited call tariffs are not designed for use in contact centre environments. If this occurs, We reserve the right to amend Your tariff immediately by notice.

*Calls to UK mobile telephones include calls to mobile telephones on the Vodafone, O2, EE (T-Mobile and Orange) and 3 networks only. This does not include any calls to the Channel Islands, Isle of Man or calls to Lyca and Lebara mobile telephones or any mobile virtual network operator not based on the following UK GSM Cellular networks (Vodafone, O2, EE (T-Mobile and Orange) and 3 networks).

Full Fibre Expansion Areas: KCOM's Full Fibre Expansion Area includes but is not limited to the following areas and is subject to change: Drifffield, Nafferton, Market Weighton, Pocklington, Howden and Goole.

Terms and conditions: This Offer is available to new Business Lightstream customers in the KCOM Full Fibre Expansion Area only who enter into a 12 or 24 month minimum term contract for a KCOM Business Lightstream service for either a (i) Business Lightstream Ultra; (ii) Business Lightstream Hyper or; (iii) Business Lightstream Giga package between 10 August and 18 September 2020 inclusive. This offer is not available if you already receive KCOM Lightstream services. Payment method by Direct Debit and paper-free billing required. You will pay the offer monthly rental charge for 12 consecutive months from your service start date, KCOM's standard, published, contract charges will apply thereafter. Offer is subject to status, a credit check, payment by direct debit and our standard terms and conditions available at <https://heybusiness.kcom.com/media/297525/smb-tcs-for-business-lightstream-v13-31102019.pdf>. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. Cash or credit alternatives will not be offered. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.



Offer – KCOM Confidence Guarantee – No Early Termination Fees where you cancel your service within first 3 months the Initial Term of your contract.

Offer Period – 10th August 2020 to 18th September 2020

Eligibility: For new Business Lightstream customers within our Full Fibre Expansion Areas

Offer Details: This is a limited time offer which waives Early Termination Fees for all Business Lightstream packages if cancelled within the first 3 months of the Initial Term of your contract. This applies to all Business Lightstream Packages taken on either a 12 or 24 months term contract. For more details on our Business Lightstream services, please [see here](#).

Full Fibre Expansion Area: KCOM Fibre Network Expansion Area includes but is not limited to the following areas and is subject to change: Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole

Terms and conditions: This Offer is available to new Business Lightstream customers in KCOM Fibre Network Expansion Area only who enter into a 12 or 24 month minimum term contract for a KCOM Business Lightstream service between 10 August 2020 and 18 September 2020 inclusive. This offer is not available if you already receive KCOM Lightstream services. Early termination fees will be waived for the Lightstream service only, and not other services associated with this or purchased at the same time. You are required to give us 30 days notice of cancellation, which must be given on or prior to the expiry of 3 months from the commencement of your Initial Term for early termination fees to be waived. Payment method by Direct Debit and paper-free billing required. Standard early termination fees will apply after the initial 3 months. This offer can be taken in conjunction with our 15% off offer on Business Lightstream Ultra, Business Lightstream Hyper and Business Lightstream Giga. Offer is subject to status, a credit check, payment by direct debit and our standard terms and conditions available at <https://heybusiness.kcom.com/media/297525/smb-tcs-for-business-lightstream-v13-31102019.pdf>. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. Cash or credit alternatives will not be offered. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.



KCOM Business Lightstream Gigabit Voucher Scheme 2019

Offer: DCMS Voucher scheme connect and rental offers - £2500 voucher
 Offer Valid from: 1st April 2019
 Offer expires: 14th May 2020

Offer details:

Connection charges

Voucher Scheme Non-Roll-Out Area	Business Lightstream Ultra	Business Lightstream Hyper	Business Lightstream Giga
	Ex VAT		
Non-Roll-out Connection Existing or Non-Existing Duct, New Lightstream Inc. Wireless Access Point with up to 50m install from router*	£2500.00		

* Subject to Excess Construction Charges

Monthly Rental

Rentals per month: Non-Roll-Out Area (£2500 vouchers)	Business Lightstream Ultra	Business Lightstream Hyper	Business Lightstream Giga
	Ex VAT		
24-month contract	£45.00	£65.00	£99.00