



Broadband ADSL2+ UK

Broadband ADSL2+ (UK) is a nationally available ADSL2+ product available outside KCOM's original licenced area. All of these products are available at the highest possible speed your line can achieve, up a maximum 24Mbps downstream and 1Mbps upstream.

Charging Structure

| Service | Contract Length | Home Office | | Business Bronze | | Business Silver | | Business Gold | |
|------------------------------|-----------------|-------------|----------|-----------------|----------|-----------------|----------|---------------|----------|
| | | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| Migration Fee | 1 month | £11.00 | £13.20 | £11.00 | £13.20 | £11.00 | £13.20 | £11.00 | £13.20 |
| | 12 months | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| New Provision Connection Fee | 1 month | £50.00 | £60.00 | £50.00 | £60.00 | £50.00 | £60.00 | £50.00 | £60.00 |
| | 12 months | £40.00 | £48.00 | £25.00 | £30.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| | 24 months | N/A | | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| Engineer Install | | N/A | | | | | | | |
| Wireless Router* | 1 or 12 months | £45.00 | £54.00 | £45.00 | £54.00 | £45.00 | £54.00 | £45.00 | £54.00 |
| | 24 months | N/A | | | | | | £0.00 | £0.00 |

* A delivery charge of £4.25 ex VAT applies to all router options.

Monthly Fee

| Monthly Rental All contract lengths | Home Office | | Business Bronze | | Business Silver | | Business Gold | |
|-------------------------------------|-------------|----------|-----------------|----------|-----------------|----------|---------------|----------|
| | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT | Ex VAT | Inc. VAT |
| | £14.95 | £17.94 | £19.95 | £23.94 | £29.95 | £35.94 | £49.95 | £59.94 |



Service Features:

| | Home Office | Business Bronze | Business Silver | Business Gold |
|--|--|---|--|---------------|
| Maximum Speed Downstream | 24Mbps | | | |
| Maximum Speed Upstream | 1Mbps | | | |
| Total peak time usage allowance | 10GB | 50 GB + Free unmetered usage 11pm - 9am | 100 GB + Free unmetered usage 11pm - 9am | Unlimited |
| Domain (.co.uk) & forwarding IP Address | No | Yes | | |
| Email addresses | Dynamic or multiple static included in price | | | |
| Email anti-virus protection | 50 | | | |
| Service Level Agreement | Yes | | | |
| Managed Service | Standard Care: 4 clock hour response, 48 clock hour repair | | | |
| Helpdesk | No | | | |
| Webpace included | 0845 | | | |
| Webmail | 250MB | | | |
| | Yes | | | |