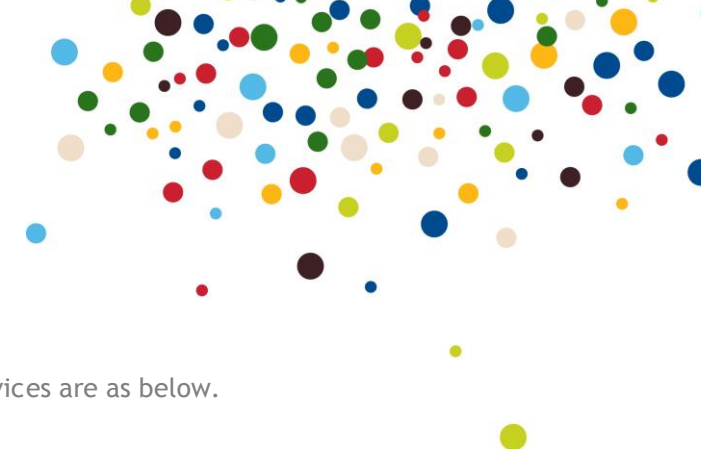


# KC TV

## Not Available for New Supply



### Introduction and Summary

KC TV brings together in one bundle TV, broadband and inclusive landline calls, all on a single bill. Details of these services are as below.

### Pricing

KC TV bundles come with paperless billing. Customers will be able to view their bills on the KCOOnline billing system. Customers will receive an email when their bill is ready to view. Customers will have the option of receiving a paper bill if they wish. This will incur a 50p inc VAT monthly surcharge. Payment is via monthly direct debit only. KC bundles billing dates are 1st, 8th, 15th or 22nd of the month; the direct debit payment will be taken 10 working days later.

### KC TV Bundles - Set Up Fee

There is a £30 inc VAT (£25 ex VAT) set up fee for all KC TV bundles.

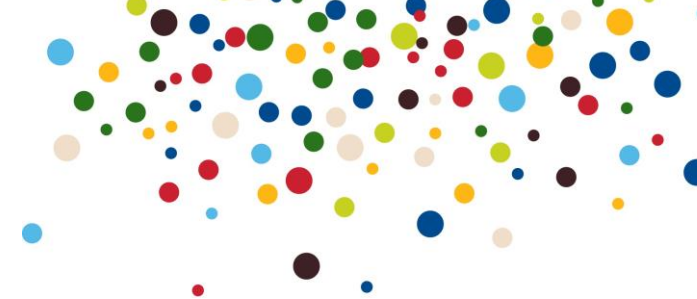
Ex. VAT	Inc. VAT
£25.00	£30.00

### Monthly Rental

		KC Home TV		KC Home Xtra TV		Lightstream Home TV		Lightstream Home Plus TV		Lightstream Home Xtra TV		Lightstream Home Unlimited TV	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Non Direct Debit	Paper Billing	£37.91	£45.49	£45.41	£54.49	£42.08	£50.49	£45.41	£54.49	£49.58	£59.49	£54.58	£65.49
	Online Billing	£37.49	£44.99	£44.99	£53.99	£41.66	£49.99	£44.99	£53.99	£49.16	£58.99	£54.16	£64.99
Direct Debit	Paper Billing	£37.08	£44.49	£44.58	£53.49	£41.24	£49.49	£44.58	£53.49	£48.74	£58.49	£53.74	£64.49
	Online Billing	£36.66	£43.99	£44.16	£52.99	£40.83	£48.99	£44.16	£52.99	£48.33	£57.99	£53.33	£63.99

# KC TV

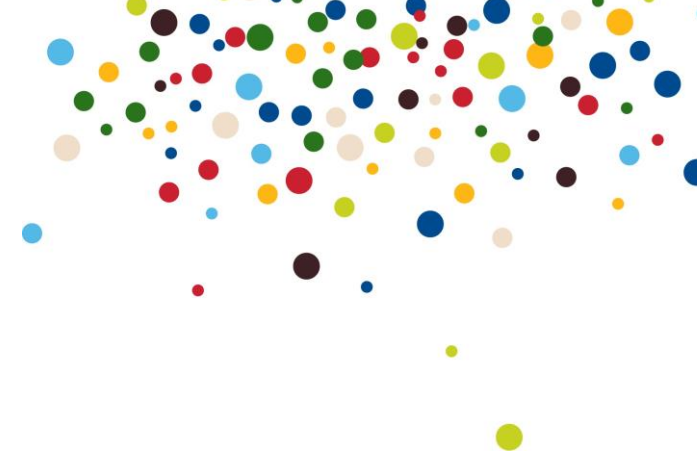
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	KC Home TV	KC Home Xtra TV	Lightstream Home TV	Lightstream Home Plus TV	Lightstream Home Xtra TV	Lightstream Home Unlimited TV
contract term	24 months					
inclusive hardware / service	Home Installation of Humax YouView Freeview+ HD PVR					
monthly broadband usage	135GB	450GB	170GB	300GB	800GB	Unlimited
FREE Local calls 24/7	Yes					
FREE calls to national, 0870, 0845 & 197	Evenings & Weekends	Anytime - 24x7	Evenings & Weekends	Evenings & Weekends	Anytime - 24x7	Anytime - 24x7
FREE Caller display	Yes					
FREE KC Message Minder 1571 answer phone service	Yes					
FREE calls to 118288 national directory enquiries	No	Yes	No	No	Yes	Yes
Inclusive landline to UK mobile minutes every month	120 - weekends	180 - evenings & weekends	120 - weekends	120 - weekends	180 - evenings & weekends	180 - evenings & weekends
Other FREE call features	KC Favourites (up to 25% off your most used numbers), 141, 1471, Call Waiting, 3-way calling	KC Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way calling	KC Favourites (up to 25% off your most used numbers), 141, 1471, Call Waiting, 3-way calling	KC Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way calling	KC Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way calling	KC Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way calling
free local technical support	✓	✓	✓	✓	✓	✓

# KC TV

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### Minimum Requirements

Customers must have the following for the KCTV service:

- A spare working socket near the TV (for the Set Top Box)
- A working TV aerial
- A spare Ethernet port on the broadband router

### Additional Charges

	Ex VAT	Inc. VAT
Additional Charge for exceeding GB limit on Standard Broadband bundles (per GB or part thereof)	£1.67	£2.00
Additional Charge for exceeding GB limit on Lightstream Bundles (per GB or part thereof)	£0.83	£1.00
Replacement Set Top Box (if box lost, stolen or deliberately damaged), or second STB for existing customer	£208.33	£250.00
Replacement Remote Control	£25.00	£30.00

### Contract Terms and Early Termination Charges

If a customer who is still within the minimum contract period wishes to move from a KC TV bundle to a KC bundle without TV or to KC Talk and/or Karoo Broadband as separate products, the customer will need to pay a downgrade fee of £7.29 ex VAT per month remaining on the contract. Any customer within the minimum contract period who moves to another TV bundle will simply carry the remainder of that minimum contract period across to the new bundle.

Early Termination Charges apply for customers ceasing their KC TV bundle whilst still in contract. These Early Termination Charges are highlighted in the table below, and apply per month for the remainder of the contract term. VAT is not payable on these charges.

	Monthly Early Termination Charge Ex VAT
KC Home TV	£24.00
KC Home Xtra TV	£28.50
Lightstream Home TV	£29.00
Lightstream Home Plus TV	£31.00
Lightstream Home Xtra TV	£35.00
Lightstream Home Unlimited TV	£36.00

# KC TV

## Not Available for New Supply



### Additional Options

The above bundles are also available with the following optional bolt ons:

- 1GB mobile broadband (via a USB dongle): £9 inc VAT / £7.50 ex VAT per month, 24 month contract
- Mobile voice

If additional equipment is needed at the customer premises, the following charges apply:

Item	Customer Price	
	Ex. VAT	Inc. VAT
ADSL Wireless Router	£29.99	£35.99
FTTH Wireless Router	£62.50	£75.00
FTTC Wireless Router	£75.00	£90.00
Belkin - 2M Scart Male to Male Cable	£4.99	£5.99
Belkin - 1M Scart Male to Male Cable	£3.74	£4.49
1m TV Aerial / UHF / RF / Freeview Coax Extension Cable	£3.33	£3.99
2m TV Aerial / UHF / RF / Freeview Coax Extension Cable	£4.58	£5.49
3 metre 4-way Economy Surge Protector	£6.66	£7.99
2 x Devolo 1374 Powerline adapters (pass through)	£54.19	£64.99
2 x Zyxel Powerline adapters (not pass through)	£27.49	£32.99
5-port Ethernet switch	£18.33	£21.99
3 metre HDMI cable	£11.25	£13.50
5 metre HDMI cable	£12.08	£14.50