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KC Home Bundles



1. Introduction and Summary

The KC Home range brings together in one bundle telephony (landline), broadband and optional mobile broadband services, all on a single bill. Details of these services are as below.

2. Pricing

KC Home bundles come with paperless billing. Customers will be able to view their bills on the KC Online billing system. Customers will receive an email when their bill is ready to view.

Customers will, however, have the option of receiving a paper bill if they wish but this will incur an extra charge.

Payment is via monthly direct debit, cash or cheque. Non direct debit payments will incur an additional monthly charge. KC Home bundles billing dates are 1st, 8th, 15th or 22nd of the month; the direct debit payment will be taken 10 working days later.

		KC Home		KC Home Xtra		KC Home & Away		KC Home & Away Xtra	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Non Direct Debit	Paper Billing	£27.91	£33.49	£37.08	£44.49	£35.41	£42.49	£44.58	£53.49
	Online Billing	£27.49	£32.99	£35.83	£42.99	£34.99	£41.99	£43.33	£51.99
Direct Debit	Paper Billing	£27.08	£32.49	£36.24	£43.49	£34.58	£41.49	£43.74	£52.49
	Online Billing	£26.66	£31.99	£34.99	£41.99	£34.16	£40.99	£42.49	£50.99

		KC Home PAYG	
		Ex VAT	Inc. VAT
Non Direct Debit	Paper Billing	£19.58	£23.49
	Online Billing	£19.16	£22.99
Direct Debit	Paper Billing	£18.74	£22.49
	Online Billing	£18.33	£21.99



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Customers can opt for a minimum contract term that is shorter than the standard 18 month contract term, for a small, additional one-off charge, as illustrated in the table below. There is no inclusive hardware available for contract terms that are shorter than the standard contract term.

Minimum Contract Term	One-Off Charge	
	Ex VAT	Inc. VAT
18 months	£0.00	£0.00
12 months	£10.00	£12.00
9 months	£20.00	£24.00
3 months	£30.00	£36.00

3. Bundle Details

A summary of what's available in the bundles is given below.

	KC Home PAYG	KC Home	KC Home Xtra	KC Home & Away	KC Home & Away Xtra
FREE Local Calls 24/7	Yes				
FREE Calls to 01, 02, 03, 084, 087 & 197 Local Directory Enquiries		Evenings & Weekends	Anytime - 24/7	Evenings & Weekends	Anytime - 24/7
FREE Caller Display		Yes			
FREE KC Message Minder 1571 Voicemail Service		Yes			
FREE Calls to 118288 KC National Directory Enquiries			Yes		Yes
Inclusive Monthly Calls to UK Mobiles		120 Weekend Minutes	180 Evening & Weekend Minutes	120 Weekend Minutes	180 Evening & Weekend Minutes
Other FREE Call Features	KC Favourites (up to 25% off your most used numbers)				
			Reject Withheld Number		Reject Withheld Number
	141				
	1471				
	Call Waiting				
	3 Way Calling				
			Caller Display		
		1571 Voicemail			

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Landline Broadband	Yes - Up to 24Mb/s Downstream and 1Mb/s Upstream				
Landline Broadband Monthly Usage	100MB	35GB	350GB plus FREE unlimited downloads between midnight and 8am	35GB	350GB plus FREE unlimited downloads between midnight and 8am
Landline Broadband Additional Usage Charge	£2.00 Inc. VAT per 0.5GB or part thereof	£2.00 Inc. VAT per 1.0GB or part thereof			
FREE Technical Support	Yes				
FREE Mobile Broadband Dongle				Yes	
Mobile Broadband Monthly Usage				1GB	
Mobile Broadband Additional Usage Charge				2.40p inc. VAT per MB	
Contract Term	18 Months			24 Months	
Downgrade Rules (for customers in contract)	No Downgrade fee, but customers must sign a new minimum contract			Customer must start a new minimum contract and also pay £10.00 inc. VAT per month for every month left on Mobile Broadband Contract	
Leadtime	Six Working Days				
Early Termination Charges	See Below				
Chargable Telephony Bolt-Ons	Discount 25, Mobile Plus				
Billing Method	KC Online Only (Paper-free)				
Bill Dates	1st, 8th, 15th, 22nd of each calendar month				
Payment Frequency	Monthly Only				
Payment Method	Direct Debit as standard, Cash on request (£0.83 exc. VAT Monthly Surcharge)				

4. Call Charges

KC Home PAYG

All telephony services, including free minutes and call charges, are those included with [KC Local](#).

KC Home and KC Home & Away

All telephony services, including free minutes and call charges, are those included with [KC Local, Evening & Weekend](#).

KC Home Xtra and KC Home & Away Xtra

All telephony services, including free minutes and call charges, are those included with [KC Anytime](#).

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5. Contract Terms and Early Termination Charges

If a customer who is still within the minimum contract period wishes to downgrade from a KC Home bundle to a lower-cost KC Home bundle or to KC Talk and/or Karoo Broadband as separate products, the customer will need to start a new minimum term contract with his chosen KC Talk and/or Karoo Broadband product. In addition, there is a downgrade fee of £10 Inc. VAT per month for any customer who is still within a Minimum Contract Term and wishes to downgrade from a KC Home bundle that includes mobile broadband. This is to cover KC’s contractual agreement and ongoing costs with our mobile broadband provider, O2.

Any customer within the minimum contract period who wishes to upgrade 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 Home 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 PAYG	£10.04
KC Home	£16.68
KC Home Xtra	£21.24
KC Home & Away	£21.87
KC Home & Away Xtra	£26.44