

## Home Bundles - Not available for new supply

### 1. Introduction and Summary

The KCOM 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

Home bundles come with paperless billing. Customers will be able to view their bills on the KCOM 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. Home bundles billing dates are 1st, 8th, 15th or 22nd of the month; the direct debit payment will be taken 10 working days later.

|              |               | Home Xtra | Home & Away | Home & Away Xtra |
|--------------|---------------|-----------|-------------|------------------|
|              |               | Inc. VAT  | Inc. VAT    | Inc. VAT         |
| Cash/ Cheque | Paper Billing | £46.50    | £36.01      | £46.48           |

Prices quoted above are if you receive a paper bill and do not pay your bill by Direct Debit. If you chose not to receive a paper bill you will receive a discount of £1.50. If you pay your bill by direct debit you will receive a discount of £1

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 |
|-----------------------|----------------|
|                       | Inc. VAT       |
| 18 months             | £0.00          |
| 12 months             | £12.00         |
| 9 months              | £24.00         |
| 3 months              | £36.00         |

### 3. Bundle Details

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

|  | Home Xtra  | Home & Away   | Home & Away Xtra   |
|--|--|---|--|
| FREE Local Calls 24/7  | Yes  |   |  |
| FREE Calls to 01, 02, 03, 084, 087 & 197 Local Directory Enquiries | Anytime - 24/7   | Evenings & Weekends   | Anytime - 24/7   |
| FREE Caller Display  | Yes  |   |  |
| FREE Message Minder<br>1571 Voicemail Service                      | Yes  |   |  |
| FREE Calls to 118288<br>KCOM National Directory Enquiries          | Yes  |   | Yes  |
| Inclusive Monthly Calls to UK Mobiles                              | 180 Evening & Weekend Minutes                                    | 120 Weekend Minutes   | 180 Evening & Weekend Minutes                                |
| Other FREE Call Features   | KCOM Favourites (up to 25% off your most used numbers)           |   |  |
|  | Reject Withheld Number   |   | Reject Withheld Number                                       |
|  | 141  |   |  |
|  | 1471   |   |  |
|  | Call Waiting   |   |  |
|  | 3 Way Calling  |   |  |
| Landline Broadband   | Yes - Up to 24Mb/s Downstream and 1Mb/s Upstream                 |   |  |
| Landline Broadband Monthly Usage                                   | 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 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  |   |  |
| Chargeable Telephony Bolt-Ons                                      | Discount 25, Mobile Plus   |   |  |
| Billing Method   | KCOM 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 ex VAT Monthly Surcharge) |

## 4. Call Charges

Home and Home & Away

All telephony services, including free minutes and call charges, are those included with KCOM Local, Evening & Weekend.

Home Xtra and Home & Away Xtra

All telephony services, including free minutes and call charges, are those included with KCOM Anytime.

## 5. Contract Terms and Early Termination Charges

If a customer who is still within the minimum contract period wishes to downgrade from a Home bundle to a lower-cost Home bundle or to KCOM Talk and/or Karoo Broadband as separate products, the customer will need to start a new minimum term contract with his chosen KCOM 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 Home bundle that includes mobile broadband. This is to cover KCOM'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 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 |
|------------------|----------------------------------|
|                  | Inc. VAT                         |
| Home Xtra        | £25.48                           |
| Home & Away      | £26.24                           |
| Home & Away Xtra | £31.72                           |