



## KCOM Mobile

### Introduction

KCOM mobile is available to residential customers, subject to a credit check. There is a range of tariffs available, all of which use O2's network. These tariffs are available to customers taking new contracts from 30 June 2017.

### Monthly rental

		12 month contract		24 month contract									
Monthly allowance		SIM only		Doro 8030 LG K4		Samsung A3		iPhone SE		iPhone 6S 32GB Samsung S7 32GB		iPhone 7 32GB iPhone 6S 128GB Samsung S7 Edge 32GB Samsung S8	
Minutes <sup>1</sup> & Texts <sup>2</sup>	Data <sup>3</sup>	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT	Ex VAT	Inc VAT
250 mins & unlimited texts	300 MB	£6.66	£7.99	£9.99	£11.99	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
500 mins & unlimited texts	500 MB	£8.33	£9.99	£11.66	£13.99	£18.33	£21.99	£22.49	£26.99	n/a	n/a	n/a	n/a
Unlimited	2GB	£11.66	£13.99	£14.99	£17.99	£21.66	£25.99	£25.83	£30.99	£29.99	£35.99	n/a	n/a
Unlimited	4GB	£14.99	£17.99	£18.33	£21.99	£24.99	£29.99	£29.16	£34.99	£33.33	£39.99	£39.99	£47.99
Unlimited	7GB	£16.66	£19.99	£19.99	£23.99	£26.66	£31.99	£30.83	£36.99	£34.99	£41.99	£41.66	£49.99
Unlimited	12GB	£19.16	£22.99	£22.49	£26.99	£29.16	£34.99	£33.33	£39.99	£37.49	£44.99	£44.16	£52.99
Unlimited	20GB	£22.49	£26.99	£25.83	£30.99	£32.49	£38.99	£36.66	£43.99	£40.83	£48.99	£47.49	£56.99



## One-Off Charges

SIM only	Doro 8030 LG K4	Samsung A3	iPhone SE	iPhone 6 Samsung S7	iPhone 7 iPhone 6S Samsung S7 Edge Samsung S8
Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
n/a	n/a	n/a	£25.00	£50.00	£100.00

## Handsets

All KCOM supplied handsets are provided with a 24 month warranty from the date of purchase, with the exception of Apple iPhones, which are 12 months. If the handset becomes faulty within 28 days of purchase a replacement handset will be provided, this will not apply to non-warranty damage i.e. cracked screen, water damage.

After 28 days the handset must be taken to or sent to the handset manufacturer recommended service centre for repair. No loan handset will be provided by KCOM.

### <sup>1</sup>Inclusive minutes

Inclusive minutes can be used for calls to standard UK landlines (starting 01, 02 and 03) and all UK network mobiles, but not international calls or calls to special or premium rate numbers. See chargeable call information below for more details.

### <sup>2</sup>Inclusive texts

Inclusive texts can be used for UK text messaging. Picture messages will cost an extra. See chargeable call information below for more details.

### <sup>3</sup>Data & wifi

UK data usage only. Fair usage policy applies to O2 unlimited wifi. see wifi fair usage policy below for more details.



## Chargeable call information

Once the inclusive minutes / text / data allowance has been used calls / texts and data will be charged at the relevant rate for the type of call made. All out of bundle call charges and information can be found here:

<http://www.o2.co.uk/business/support/billing/out-of-bundle-call-charges>

## Travel

From 16th June 2017, all tariffs cover roaming in Europe. So, minutes, texts and data allowances will work in Europe just like they do in the UK. This means customers can make & receive calls and send & receive texts within Europe just like they'd normally do in the UK as part of their inclusive monthly allowance.

### Standard charges when traveling abroad

<http://www.o2.co.uk/business/products/international-business/going-abroad/call-and-data-costs-while-abroad>

### Option for travel outside Europe: Rest of World 24 Hour Pass

For trips outside of Europe you can also opt in to this bolt on and pay **£7.50** for every day you make or receive a call, send a text or use more than 50KB data. It gives you up to 200 minutes, 200 texts and 200MB of data in 87 destinations, depending on the country you're visiting within any 24 hour period.

It doesn't cost anything to opt in - the following activities will trigger a daily charge of £7.50:

- Using more than 50kbps of data

For full information on the countries included visit <http://www.o2.co.uk/business/products/international-business/going-abroad/rest-of-world-24-hour-pass>

## Wifi fair usage policy

The following policy relates to your use of O2 wifi service only. It is designed to make sure you can get a service that is great value, fast and reliable.



You must make sure that any use of the service, by yourself or anyone else via your account, complies with this policy. If you (or anyone else using the service via your account) breach this policy, we or O2 may:

1. give you a notice to stop or moderate the unacceptable use(s); or
2. terminate or suspend your service, with or without notice as we consider appropriate, under the terms.

This policy is in addition to the terms and conditions for O2 wifi and is part of the terms for that service. Anything which is not defined in this policy will have the meaning set out in the terms. If there's any inconsistency between the policy and the terms, the policy will prevail.

### Contract terms early termination charges

Early termination charges apply for customers ceasing their KCOM mobile service 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 this charge.

		12 month contract	24 month contract					
Monthly allowance		SIM only	Doro 8030 LG K4	Samsung A3 4	iPhone SE 4	iPhone 6S 32GB Samsung S7 32GB		iPhone 7 32GB iPhone 6S 128GB Samsung S7 Edge 32GB Samsung S8
Minutes <sup>1</sup> & Texts	Data <sup>3</sup>							
250 mins & unlimited texts	300 MB	£6.66	£9.99	n/a	n/a	n/a		n/a
500 mins & unlimited texts	500 MB	£8.33	£11.66	£18.33	£22.49	n/a		n/a
Unlimited	2GB	£11.66	£14.99	£21.66	£25.83	£29.99		n/a
Unlimited	4GB	£14.99	£18.33	£24.99	£29.16	£33.33		£39.99
Unlimited	7GB	£16.66	£19.99	£26.66	£30.83	£34.99		£41.66
Unlimited	12GB	£19.16	£22.49	£29.16	£33.33	£37.49		£44.16



Unlimited	20GB	£22.49	£25.83	£32.49	£36.66	£40.83		£47.49
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