

Business 'Lite' Packages (Trial Tariff)

1. Service description

KCOM Business packages enable customers to combine their fixed voice and broadband products on to one consolidated monthly bill. The 'Lite' packages are ideal for new businesses with limited capex and for those who require basic connectivity for activities such as emailing and light web browsing. If you anticipate using the service frequently then we would recommend that you consider choosing one of our other business packages to avoid any unnecessary over usage charges.

2. Summary product table

	KC Business 'Lite' Package (Local)		KC Business 'Lite' Package (National)	
	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
Connection Including telephone line (option to pay in 12 monthly instalments)	£144.00	£172.80	£144.00	£172.80
Monthly Rental	£29.00	£34.80	£33.00	£39.60
Contract Length	24 Months		24 Months	
Local Calls Included	Yes		Yes	
National Calls Included	No		Yes	
Mobile & None Geographical Calls Included?	No		No	
Broadband				
Monthly Data Allowance	5GB		5GB	
Included Router	Technicolor TG589vac Wireless Router		Technicolor TG589vac Wireless Router	
Router Delivery	£5.41	£6.49	£5.41	£6.49
Single Static IP Address (/32) Monthly Rental	£3.00	£3.60	£3.00	£3.60
KC Backup	5GB Cloud Storage Facility		Included	
Payment Methods	Monthly Direct Or Invoice			
12 Month contract for a one off fee (upfront)	£25.00 Ex VAT / £30.00 Inc. VAT			

3. Broadband service features

Upstream Speed	Up to 1Mb/s
Downstream Speed	Up to 24Mb/s
IP Addresses	Dynamically assigned – A /32 IP Address can be requested for a monthly charge
Email	SMTP feed for 5 POP mailboxes, each with 10 email aliases and 50 MB storage
Included Services	Email anti-spam and anti-virus protection (including end-user controls)

4. Additional charging information

Upgrade & downgrade fees

There are no upgrade charges. As any downgrade will be effectively a cancellation of a service, the early termination charge will constitute the “downgrade” fee.

A downgrade is defined when a customer changes from the Business ‘Lite’ Package to an analogue line only. See section on termination charges for detail related to that situation.

5. Fixed broadband additional usage charges

£5.00 Ex. VAT (£6.00 Inc. VAT) for every GB or part thereof.

6. Service termination & charging

KCOM Business ‘Lite’ Package

Where a customer serves notice within the initial contract period to cease their package and does not retain any element of that package, appropriate early termination charges based on the remaining duration of their contract will apply. These will be calculated as the line rental charges related to the remaining duration of the contract – for instance, 6 months remaining = 6 x £29 = £174.

Where a customer cancels their package contract but retains a fixed line, early termination charges should be calculated as £12.50 x N, where N = the number of months remaining in the package contract.

All other associated services will also be cancelled in line with the date of the request unless a separate and new agreement is signed by the customer for the services they wish to retain. There will be no additional termination charges raised for these. Where a customer up or downgrades their broadband service to a different package, no early termination charges for that element will apply.

Where the customer ceases their package but retains any of the services which are part of their original package, they will commence a new 12 month contract for that service.

Where a package is outside of the initial contract period and is being fully ceased, a thirty day notice requirement will apply, after which no additional charges will be raised.

Where a customer has moved from an existing contract with a longer duration (i.e. from a product/service with a two year minimum period) the package contract period will apply for termination charge calculation purposes.

7. Other charges

Service	Connection or One-Off Charge		Monthly Rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Reconnection fee when moving premises (Take over telephone Line & move Broadband)	£60.00	£72.00	n/a	
Reconnection fee when moving premises & renew your contract (Take over line & move Broadband)	£0.00	£0.00	n/a	
Reconnection fee when moving premises (Install of line & move Broadband)	£165.00	£198.00	n/a	
Replacement Router – Technicolor TG589vac	£80.00	£96.00	n/a	