

KCOM Business Packages

1. Introduction & summary

KCOM Office packages enable customers to combine their fixed voice and broadband products on to one consolidated monthly bill. Six options are available to the customer depending on their business requirements. For an additional charge customers can also choose to add a mobile or smartphone to their package. A connection charge applies to customers that require a new analogue line. For connection charges please refer to: [Analogue line](#)

2. Service description

Based on ADSL technology, KCOM Broadband provides internet access with connection speeds that vary, depending on your line length from the telephone exchange.

2. Contract Term

The standard contract length is 24 months for KCOM Business Packages. Flexible contract options are available for an additional charge, and Early Termination Fees apply. Please see Service Options and Additional Charges sections of this document.

3. Pricing

Prices below are inclusive of VAT. Discounts are available for payment by Direct Debit and Online Billing, both of which provide convenience and control to our customers.

4. Summary product table

	KC Office Local		KC Office National		KC Office 150 Local		KC Office 150 National		KC Office Unlimited Local		KC Office Unlimited National		
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	
Monthly Rental	£46.00	£55.20	£50.00	£60.00	£51.00	£61.20	£55.00	£66.00	£56.00	£67.20	£60.00	£72.00	
Voice Services													
Local Calls Included	Yes												
National Calls included?	No	Yes		No	Yes		No	Yes		No	Yes		
120 minutes to mobiles	Yes												
Broadband Services													
Monthly Usage Allowance	50GB				150GB				Unlimited				
Included Router	Technicolor TG589vac Wireless Router (Delivery Charge £5.41 Ex VAT/£6.49 Inc. VAT)												
Mobile Bolt On													
Service includes	Unlimited Voice** / Unlimited texts 2GB of data per month (over usage charge of 2.5p per Mb)												
Monthly Rental	£35.00 Ex VAT / £42.00 Inc. VAT												
Handsets	Free handsets available - / iPhone 6 (16GB) / Nokia 930 / Samsung Galaxy S6												

12 Month contract one off fee (upfront)	£60.00 Ex VAT / £72.00 Inc. VAT (Only available for packages without a Mobile Bolt On)
12 Month contract one off fee (Instalments)	£5.00 Ex vat / £6.00 Inc. VAT over initial 12 months (Only available for packages without a Mobile Bolt On)
Payment Methods	Monthly Direct Debit - £1.00 Discount Per Month
	Monthly Invoice

*References to “unlimited” are to the unlimited download and upload allowances with a service. No other aspect of the service is “unlimited”

**Mobile: references to “Unlimited” calls & texts refer to 01/02/03 numbers only

5. Broadband service features

Upstream Speed	Up to 1Mb/s
Downstream Speed	Up to 24Mb/s
IP Addresses	Dynamic or multiple static IP addresses available free, subject to conditions attached to the KC Broadband Bronze Plus service maximum included: 5
Email	SMTP feed for 5 POP mailboxes, each with 10 email aliases and 50 MB storage
Included Services	Free .co.uk domain. Email anti-spam and anti-virus protection (including end-user controls)
Basic Webspace	50MB basic webspace
Business Webspace	100MB
Service Level Agreement – the KC Business Promise	Repair time: 2 working days* 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact*

*Excluding network outages, telephony faults, or faults that require ongoing monitoring; working days are Monday-Friday and exclude Bank Holidays

6. Additional charging information

Fixed broadband additional usage charges

£0.85 Ex VAT (£1.02 Inc. VAT) for every GB or part thereof.

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.

7. Service termination & charging

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 a customer who has the KC Office Local package and pays by Direct Debit with 6 months remaining = 6 x £45 = £270.

Where a mobile bolt on is ceased within an agreed contract, appropriate early termination charges based on the remaining duration of their contract will apply. For instance a customer who has 6 months remaining = 6 x £35.00 = £210.00

Where a customer cancels their package contract but retains a fixed line, early termination charges are calculated as follows:

	KC Office Local		KC Office National		KC Office 150 Local		KC Office 150 National		KC Office Unlimited Local*		KC Office Unlimited National*	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Early Termination Charge Per Month Remaining	£25.00	£30.00	£25.00	£30.00	£30.00	£36.00	£30.00	£36.00	£35.00	£42.00	£35.00	£42.00

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.

8. 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 (Install of line & move Broadband)	£165.00	£198.00	n/a	
Replacement Router – Technicolor TG589vac	£82.50	£99.00	n/a	