

Connect Broadband Plus

Tariff Description

Connect Broadband Plus is our reseller product available to third party organisation that have signed the appropriate Reseller Agreement with KCOM. Orders approved by KCOM submitted by recognized Reseller partners will qualify the Reseller for a lower rental tariff.

Resellers are defined as partner organizations that provide a customer solution which includes end customer billing, service support, equipment, configuration and all sundry items necessary to provide a usable service.

KCOM will provide access to the ADSL network within the original Kingston-Upon-Hull licensed area (01482 dialing code) as directed via an order originating from the Reseller, where this order meets the required criteria.

The Reseller provides and configures all necessary customer premises equipment, ensuring that it is compatible with the KCOM ADSL network and will also be responsible for all enquiries regarding the service from customers. Resellers are responsible for billing their customers. KCOM will charge Resellers quarterly in advance.

All charges are exclusive of VAT at the prevailing rate

Charging Structure

New Installation Charges

Service		Connect Teleworker Plus 20	Connect Teleworker Plus 50	Connect Bronze Plus	Connect Silver Plus
Connection Fee	12 month contract	£0.00	£0.00	£0.00	£0.00
	1 month contract	£40.00	£40.00	£40.00	£40.00
Engineer Install		£55.32	£55.32	£55.32	£55.32
Recommended Hardware		Technicolor TG589vac wireless router			
Hardware Price		£80.00	£80.00	£80.00	£80.00

Migration charges

Service		Connect Teleworker Plus 20	Connect Teleworker Plus 50	Connect Bronze Plus	Connect Silver Plus
Migration Fee	12 month contract	£12.00	£12.00	£12.00	£12.00
	1 month contract	£12.00	£12.00	£12.00	£12.00
Recommended Hardware		Technicolor TG589vac wireless router			
Hardware Price		£82.50	£82.50	£82.50	£82.50

Monthly rental

Service	Monthly Rental
Connect Teleworker Plus 20	£16.49
Connect Teleworker Plus 50	£18.99
Connect Bronze Plus	£18.99
Connect Silver Plus	£38.99

Service features

Service	Connect Teleworker Plus 20	Connect Teleworker Plus 50	Connect Bronze Plus	Connect Silver Plus
Monthly Download Allowance	20GB	50GB		unlimited
Monthly Upload Allowance	unlimited			
Additional Usage	£0.85 ex. VAT for every GB or part thereof			n/a
Service Level Agreement The KCOM Business Promise	Repair time: As Head Office, or 2 working days ³		Repair time: 2 working days ³	Repair time: 1 working day ⁴
	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 ³ (KCOM 2nd Line)			
Downstream Speed	Up to 24Mbps			
Upstream Speed	Up to 1Mbps			

IP Address	dynamic or 1 static included		dynamic or multiple static IP addresses available free2
Email	5 POP mailboxes, each with 10 email aliases and 50MB storage		SMTP feed or 5 POP mailboxes, each with 10 email aliases
Included Services	Email anti-spam and anti-virus protection (including end-user controls)	Email anti-spam and anti-virus protection (including end-user controls) FREE 30-day trial of PC Backup	Email anti-spam and anti-virus protection (including end-user controls) FREE 30-day trial of PC Backup Free .co.uk domain
Managed Service	No		
Webspace	50MB	100MB	250MB
Line	Residential1 or Business Line		Business Line

1. Consolidated billing to head office
2. Multiple static IP addresses are subject to RIPE approval and require a no-NAT configuration with Bronze or Silver.
3. excluding network outages, telephony faults, or faults that require ongoing monitoring; working days are Monday- Friday and exclude Bank Holidays
4. Excluding Christmas Day, Boxing Day and New Year's Day

Domain charges

Service	Monthly Rental	
Domain Name transfer / registration (including web and email forwarding)	.co.uk and .com	£5.00
	.co.uk	£2.00
	All other domains (.net, .org etc.)	POA

Downgrade charges

Service	One-Off Charge (per Line/Channel)
Downgrade of Service	£180.00

Temporary suspension / resumption charges

Service	One-Off Charge(per line/ channel)
Temporary Suspension /Resumption Charge	£3.00

Cancellation Charge

This charge will apply per line/channel on any order cancelled in-flight.

	Cancellation Charge
1 working day or less after order is placed	£0.00
2 or more working days after order is place	£6.00

Conditions

Customers on a 12- contract that terminates before the end of the contract are subject to the costs of the service for the remainder of the contract term.

Customer Availability & Compatible Services

KCOM Connect Broadband Plus is only available for provision to business customers on a standard KCOM telephone line. KCOM Connect Broadband Plus prices apply to the high-speed Internet usage only; normal line rental and call charges apply to any telephony services you receive from KCOM over your telephone line.

KCOM Connect Broadband Plus is not suitable for connection on ISDN2/2e, ISDN30/30e or Business Superway lines. Customers with ISDN2/2e or Business Superway will have to have their lines ceased and converted to normal phone lines for KCOM Connect Broadband Plus. ISDN30/30e customers will also need an additional analogue line in order to receive the service.

Fax users should note that Group 3, 2 or 1 fax machines may not function correctly due to frequency crossover problems. Therefore an additional analogue (telephone) line should be ordered where it is still intended to use a fax machine.

Some Caller Display equipment may interfere with the broadband signal (Caller Display BT CD50 and Caller Display BT CD1500 are known incompatibilities). To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

KCOM recommends that alarm systems are not installed on broadband lines. Most alarm systems will operate as normal, but some which use 'out of band' (greater than 4kHz) signaling will be incompatible.

To check whether your alarm system is compatible, please refer to your alarm system manual or provider. All services subject to availability, line test and confirmation. All users of the service are subject to and must abide by our Acceptable Use Policy.

Provision of Connect services is dependent on the existence of a connected analogue phone line at the customer's premises. Business Line charges apply to such lines, consisting of a one off connection charge and an Annual Line Rental.

Notes:

1. The charges are payable to KCOM by the Reseller.
2. The above prices are only available to Resellers that have signed an Agreement with KCOM
3. Connectivity to the KCOM network will not be provided at the above rates for orders received from organisations that have not signed the necessary Reseller Agreement.
4. Connectivity to the KCOM network will not be provided at the above rates for orders received from Resellers that are for businesses outside KCOM 's traditional licensed network. Businesses outside this

network would not normally have an 01482 telephone number.

5. These packages are available for resale to Businesses only.
6. Resellers are responsible for all aspects of customer management including credit control, and helpdesk support. KCOM helpdesk support is only available direct to the Resellers named contacts. All contractual agreements exist between the Reseller and KCOM only. KCOM will produce invoices in the name of the Reseller and hence responsibility for payment of these invoices shall be solely that of the Reseller.