

Limited Edition Broadband Packages

- Basics Broadband
- Basics Fibre
- Lightstream 150
- Lightstream 350

Introduction & summary

These *Limited Edition* broadband products incorporate *KCOM Network Access* with fast, reliable connectivity. As standard there are no calls included with these products but a customer is able to either make calls on a pence-per-minute basis, or have the flexibility to choose a *Limited Edition Home Phone add-on*, to create a complete package to suit their needs.

Service description

Standard broadband

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

Fibre broadband

Where fibre optic technology is available, KCOM is able to offer improved internet access with a more reliable connection and faster speeds than standard broadband.

There are two types of fibre services that KCOM use:

- **Fibre to the Home (FTTH):** This carries the fibre all the way to the customer's home and speeds are not affected by distance from the network.
- **Fibre to the Cabinet (FTTC):** Sometimes called 'VDSL' this is where fibre is connected to the nearest distribution 'cabinet' and from there to the customer's home, using a copper line. As such the speed is affected by distance from the network, and is quoted in a similar way to standard broadband as an 'up to' speed. This technology is able to support up to 75 Mbps download speed.

Wherever possible KCOM use Fibre to the Home (FTTH) technology, to enable customers to enjoy the best possible broadband speeds and improved reliability.

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 customers.

Contract term

The standard contract length is 18 months for these KCOM Limited Edition Broadband Packages. Early termination fees apply; please see the *additional charges* section of this document.

Connection charges

<i>Standard Broadband</i>	<i>Fibre Broadband</i>		
<i>Basics Broadband</i>	<i>Basics Fibre</i>	<i>Lightstream 150</i>	<i>Lightstream 350</i>
Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
£50.00	£50.00	£50.00	£50.00

Connection charges are a one-off charge at the commencement of your contract.

Installation options

<i>Standard broadband</i>	Service detail	Inc. VAT
Standard hardware	Next day courier delivery of ADSL router	£6.49

<i>Fibre broadband</i>	Service detail	Inc. VAT
Standard installation	Router/ONT connected within 50M of fibre entry point	Included in connection charge
Premium installation	Router/ONT connected within 100M of Fibre entry point	£100.00

Rental charges

		<i>Standard Broadband</i>				
		<i>Basics Broadband: 20GB</i>	<i>Basics Broadband: 200GB</i>	<i>Basics Broadband: 400GB</i>	<i>Basics Broadband: 750GB</i>	<i>Basics Broadband: Unlimited</i>
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£24.99	£34.99	£39.99	£44.99	£49.99
	Paper billing	£26.49	£36.49	£41.49	£46.49	£51.49
Non Direct Debit	Online billing	£25.99	£35.99	£40.99	£45.99	£50.99
	Paper billing	£27.49	£37.49	£42.49	£47.49	£52.49

		<i>Fibre Broadband</i>				
		<i>Basics Fibre: 20GB</i>	<i>Basics Fibre: 200GB</i>	<i>Basics Fibre: 400GB</i>	<i>Basics Fibre: 750GB</i>	<i>Basics Fibre: Unlimited</i>
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£24.99	£34.99	£39.99	£44.99	£49.99
	Paper billing	£26.49	£36.49	£41.49	£46.49	£51.49
Non Direct Debit	Online billing	£25.99	£35.99	£40.99	£45.99	£50.99
	Paper billing	£27.49	£37.49	£42.49	£47.49	£52.49

		<i>Fibre Broadband</i>			
		<i>Lightstream 150:</i> 200GB	<i>Lightstream 150:</i> 400GB	<i>Lightstream 150:</i> 750GB	<i>Lightstream 150:</i> Unlimited
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£39.99	£44.99	£49.99	£54.99
	Paper billing	£41.49	£46.49	£51.49	£56.49
Non Direct Debit	Online billing	£40.99	£45.99	£50.99	£55.99
	Paper billing	£42.49	£47.49	£52.49	£57.49

		<i>Fibre Broadband</i>		
		<i>Lightstream 350:</i> 400GB	<i>Lightstream 350:</i> 750GB	<i>Lightstream 350:</i> Unlimited
		Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£49.99	£54.99	£59.99
	Paper billing	£51.49	£56.49	£61.49
Non Direct Debit	Online billing	£50.99	£55.99	£60.99
	Paper billing	£52.49	£57.49	£62.49

Rental charges apply per calendar month.

Service detail

		<i>Standard Broadband</i>				
Broadband		<i>Basics Broadband:</i> 20GB	<i>Basics Broadband:</i> 200GB	<i>Basics Broadband:</i> 400GB	<i>Basics Broadband:</i> 750GB	<i>Basics Broadband:</i> Unlimited
Speed Profiles (down / up) Mbps	Check your available speed here					
Minimum Access Speeds (down / up) Mbps						
Monthly Data Allowance (sent or received) GB	20	200	400	750	Unlimited	
IP Address	1 dynamic IP address					
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here					

		<i>Fibre Broadband</i>				
Broadband		<i>Basics Fibre:</i> 20GB	<i>Basics Fibre:</i> 200GB	<i>Basics Fibre:</i> 400GB	<i>Basics Fibre:</i> 750GB	<i>Basics Fibre:</i> Unlimited
Speed Profiles (down / up) Mbps	FTTH: 30 / 10 FTTC: up to 30 / up to 10					
Minimum Access Speeds (down / up) Mbps	FTTH: 30 / 10 FTTC: Check your available speed here					
Monthly Data Allowance (sent or received) GB	20	200	400	750	Unlimited	
IP Address	1 static IP address					
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here					

Broadband	Fibre Broadband			
	Lightstream 150: 200GB	Lightstream 150: 400GB	Lightstream 150: 750GB	Lightstream 150: Unlimited
Speed Profiles (down / up) Mbps	FTTH: 150 / 10 FTTC: up to 75 / up to 10			
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 10 FTTC: Check your available speed here			
Monthly Data Allowance (sent or received) GB	200	400	750	Unlimited
IP Address	1 static IP address			
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here			

Broadband	Fibre Broadband		
	Lightstream 350: 400GB	Lightstream 350: 750GB	Lightstream 350: Unlimited
Speed Profiles (down / up) Mbps	FTTH: 350 / 30 FTTC: up to 75 / up to 30		
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 30 FTTC: Check your available speed here		
Monthly Data Allowance (sent or received) GB	400	750	Unlimited
IP Address	1 static IP address		
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here		

Calls

Included as standard	Ability to receive calls and make calls on a pence-per-minute basis. For details of call charges see KCOM Line Rental product details
Available <i>Limited Edition Home Phone add-ons</i>	There are flexible <i>Home Phone add-ons</i> , to help customers create a complete package, including calls, to suit their needs. Available add-ons include: Local Calls, National Calls and International Calls. For more detail see KCOM Limited Edition Home Phone add-ons product details

Equipment charges

	Service detail	Inc. VAT
Standard broadband router	Standard Broadband router Specification similar to: Technicolor TG589vac	£99.00
Fibre broadband router	Premium Lightstream router Specification similar to: Technicolor TG589vac	£99.00

Other charges

	Service detail	Inc. VAT
Data Usage	Charge per GB or part thereof Outside Monthly Data Allowance	£1.00
Downgrade fee	Charge for downgrading your service During your contract term	£30.00
Reconnection fee	Charge following disconnection or suspension Due to abuse or non-payment (inc copyright infringement, viruses etc)	£30.00

Early termination fees

<i>Standard Broadband</i>				
<i>Basics Broadband:</i> 20GB	<i>Basics Broadband:</i> 200GB	<i>Basics Broadband:</i> 400GB	<i>Basics Broadband:</i> 750GB	<i>Basics Broadband:</i> Unlimited
£7.00	£19.00	£19.00	£22.00	£24.00

<i>Fibre Broadband</i>				
<i>Basics Fibre:</i> 20GB	<i>Basics Fibre:</i> 200GB	<i>Basics Fibre:</i> 400GB	<i>Basics Fibre:</i> 750GB	<i>Basics Fibre:</i> Unlimited
£24.00	£28.00	£30.00	£32.00	£34.00

<i>Fibre Broadband</i>			
<i>Lightstream 150:</i> 200GB	<i>Lightstream 150:</i> 400GB	<i>Lightstream 150:</i> 750GB	<i>Lightstream 150:</i> Unlimited
£30.00	£32.00	£34.00	£36.00

<i>Fibre Broadband</i>		
<i>Lightstream 350:</i> 400GB	<i>Lightstream 350:</i> 750GB	<i>Lightstream 350:</i> Unlimited
£40.00	£42.00	£44.00

These charges will apply for each month remaining on the contract and do not attract VAT.