

Broadband Home Starter Bundle

Introduction & summary

Home Starter Plus is a bundle to help customers get connected to broadband, with a choice of calls options, in one convenient bundle, on a single bill. This document shows details of the Home Starter Plus broadband bundle.

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.

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.

Contract term

The standard contract length is 12 months for KCOM broadband bundles. 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.

Connection charges

KC Home Starter Plus	
Ex VAT	Inc. VAT
£25.00	£30.00

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

Installation options

	Service detail	Ex. VAT	Inc. VAT
Standard hardware	Next day courier delivery	£5.41	£6.49

Rental charges

		Home starter plus with local calls		Home starter plus with local & weekend calls		Home starter plus with local, evening & weekend calls		Home starter plus with anytime calls	
		Ex. VAT	Inc.	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
Non direct debit	Paper Billing	£23.74	£28.49	£25.41	£30.49	£27.08	£32.49	£28.74	£34.49
	Online Billing	£22.49	£26.99	£24.16	£28.99	£25.83	£30.99	£27.49	£32.99
Direct debit	Paper Billing	£22.91	£27.49	£24.58	£29.49	£26.24	£31.49	£27.91	£33.49
	Online Billing	£21.66	£25.99	£23.33	£27.99	£24.99	£29.99	£26.66	£31.99

Rental charges apply per calendar month.

Service detail

	Home starter plus with local calls	Home starter plus with local & weekend calls	Home starter plus with local, evening & weekend calls	Home starter plus with anytime calls
Calls				
Free Local Calls	Yes (at all times)			
Free UK Calls (01/02/03)	No	Yes, weekends	Yes, evening & weekends	Yes, at all times
Free 084/087 Calls				
Free 197 Calls (Local Directory Enquiries)				
Free 118 288 Calls (UK Directory Enquiries)	No			
Free calls to UK Mobiles	60 minutes, weekend evenings	60 minutes, at weekends	120 minutes, at weekends	180 minutes, evenings & weekends
Free Reject Withheld Numbers	No			Yes
Free Caller Display	Yes			
Broadband				
Monthly Data Allowance	20 GB			
Download Speed	Check your available speeds here			
Upload Speed	Check your available speeds here			
Other Features				
Mailboxes	5 POP3 mailboxes per account			
Mailbox size	250 MB			
Webspace	50 MB			
Email Anti-Virus / Anti-	Yes			
IP Addresses	1 dynamic IP address			
Free Technical Support	Yes			

Call charges

Home starter plus with local calls	Home starter plus with local & weekend calls	Home starter plus with local, evening & weekend calls	Home starter plus with anytime calls
See full call details here	See full call details here	See full call details here	See full call details here

Service options

	Service detail	Ex. VAT	Inc. VAT
Flexible Contract Options (one-off charge)	6 Month Contract	£20.00	£24.00
	3 Month Contract	£30.00	£36.00

Equipment charges

	Service detail	Ex. VAT	Inc. VAT
Broadband router	Standard ADSL broadband router	£82.50	£99.00

Other charges

	Service Detail	Ex VAT	Inc. VAT
Usage outside Data Allowance	Charge per GB outside data allowance	£1.67	£2.00
Downgrade Fee	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£25.00	£30.00
Reconnection Fee	Discretionary fee that may be charged following disconnection or suspension due to non-payment or abuse (such as copyright infringement, viruses etc)	£25.00	£30.00

Early termination fees

Home Starter Plus
£7.00

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