

Broadband Limited Edition: XL Unlimited

Introduction & summary

This limited edition broadband bundle brings together your phone and broadband, in one convenient bundle, on a single bill. This document shows details of both the Home XL Unlimited and Lightstream Home XL Unlimited bundles.

Service description

Standard broadband

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

Lightstream

Based on fibre optic technology, Lightstream provides superfast internet access with a more reliable connection and faster speeds than standard broadband. There are two types of fibre services that we use:

- Fibre to the Home (FTTH): This carries the fibre all the way into your home and speeds are not affected by distance from the network; and
- Fibre to the Cabinet (FTTC): Sometimes called 'VDSL' this is where fibre is connected to the nearest distribution 'cabinet' and from there to your 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.

Wherever possible we use Fibre to the Home (FTTH) technology, to enable customers to enjoy the best possible superfast connection speeds.

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 18 months for these 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

Standard Broadband		Lightstream	
Home XL Unlimited		Lightstream Home XL Unlimited	
Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
£25.00	£30.00	£41.67	£50.00

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

Installation options

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

Lightstream	Service detail	Ex. VAT	Inc. VAT
Standard installation	Router/ONT are connected within 6M of Fibre entry point	Included in connection charge	
Premium installation	Router/ONT are connected within 45M of Fibre entry point	£125.00	£150.00
Optional extras:			
Home network installation	Single Ethernet (Cat5e) socket/cable up to 100M - Ideal for when you require your router next to PC	£50.00	£60.00
		Please note: Optional service, charged in addition to standard or premium installation.	

Rental charges

		Home XL unlimited		Lightstream home XL unlimited	
		Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
Non direct debit	Paper billing	£43.74	£52.49	£52.08	£62.49
	Online billing	£42.49	£50.99	£50.83	£60.99
Direct Debit	Paper billing	£42.91	£51.49	£51.24	£61.49
	Online billing	£41.66	£49.99	£49.99	£59.99

Rental charges apply per calendar month.

Service detail

	Home XL Unlimited	Lightstream Home XL Unlimited	
Calls			
Free local calls	Yes, at all times		
Free UK calls (01/02/03)			
Free 084/087 calls			
Free 197 calls (local directory enquiries)			
Free 118 288 calls (UK directory enquiries)			
Free calls to UK mobiles	180 minutes, evenings & weekends		
Free reject withheld numbers	Yes		
Free caller display			
Broadband			
Monthly data allowance	Unlimited		
Download speed	Check your available speeds here	FTTC: Up to 100 Mbps	FTTH: 100 Mbps
Upload speed	Check your available speeds here	FTTC: Up to 10 Mbps	FTTH: 10 Mbps
Other features			
Mailboxes	5 POP3 mailboxes per account		
Mailbox size	250 MB		
Webspace	50 MB		
Email anti-virus / anti-spam	Yes		
IP addresses	1 dynamic IP address		
Free technical support	Yes		

Call charges

Home XL Unlimited	Lightstream Home XL Unlimited
See full call details here	

Service options

Standard Broadband	Service detail	Ex. VAT	Inc. VAT
Flexible contract options (one-off charge)	12 month contract	£10.00	£12.00
	6 month contract	£20.00	£24.00
	3 month contract	£30.00	£36.00

Lightstream	Service detail	Ex. VAT	Inc. VAT
Flexible contract options (one-off charge)	12 month contract	£79.17	£95.00
	6 month contract	£158.33	£190.00

Equipment charges

	Service detail	Ex. VAT	Inc. VAT
Broadband Router	Standard ADSL broadband router	£80.00	£96.00
Lightstream Router	Premium Lightstream router	£80.00	£96.00

Other charges

	Service detail	Ex. VAT	Inc. VAT
Downgrade fee	Charge for downgrading your service during your contract term	£25.00	£30.00
Reconnection fee	Charge that may be charged following disconnection or suspension due to abuse or non-payment (such as copyright infringement, viruses etc)	£25.00	£30.00

Early termination fees

Home XL Unlimited	Lightstream Home XL Unlimited
£22.00	£30.00

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