

## Broadband Home Starter

### Introduction and Summary

Home Starter 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 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	
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 of ADSL router	£5.41	£6.49

## Rental Charges

		KC Home starter with local calls		KC Home starter with local & weekend calls		KC Home starter with local, evening & weekend calls		KC Home starter with anytime calls	
		Ex VAT	Inc.	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Non direct Debit	Paper billing	£18.74	£22.49	£20.41	£24.49	£22.08	£26.49	£23.74	£28.49
	Online billing	£17.49	£20.99	£19.16	£22.99	£20.83	£24.99	£22.49	£26.99
Direct debit	Paper billing	£17.91	£21.49	£19.58	£23.49	£21.24	£25.49	£22.91	£27.49
	Online billing	£16.66	£19.99	£18.33	£21.99	£19.99	£23.99	£21.66	£25.99

Rental charges apply per calendar month.

## Service Detail

	KC Home starter with local calls	KC Home starter with local & weekend calls	KC Home starter with local, evening & weekend calls	KC Home starter with anytime calls
<b>Calls</b>				
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)		No		
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	No	Yes		

Broadband	
Monthly data allowance	10 GB
Download speed	Check your available speeds <a href="#">here</a>
Upload speed	Check your available speeds <a href="#">here</a>
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

KC Home starter with local calls	KC Home starter with local & weekend calls	KC Home starter with local, evening & weekend calls	KC Home starter with anytime calls
See full call details <a href="#">here</a>	See full call details <a href="#">here</a>	See full call details <a href="#">here</a>	See full call details <a href="#">here</a>

## 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	£80.00	£96.00

## 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

KC Home Starter
£7.00

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

## Home Starter Extra

Home Starter Extra comprises a Home Starter bundle plus, for a small additional monthly fee for 18 months, a number of extras to make getting online easier for those who want some additional support. The additional charge is removed after 18 months, so that customers are only paying for the Home Starter bundle.

These extras include:

- In-home set up of your broadband service and router
- A refurbished iPad, laptop or PC
- One hour's home tuition – including the set up of your new iPad, laptop or PC
- KC Phone Care – to provide discounted calls, VIP fault fix and a free engineer visit should you ever need it.

The additional monthly cost, applicable for 18 months only, is:

- £15 inc VAT for the iPad option
- £10 inc VAT for the laptop option
- £7.50 inc VAT for the PC option

		KC Home starter extra (iPad) with local calls		KC Home starter extra (iPad) with local & weekend calls		KC Home starter extra (iPad) with local, evening & weekend calls		KC Home starter extra (iPad) with anytime calls	
		Ex.	Inc.	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
Non direct debit	Paper billing	£31.24	£37.49	£32.91	£39.49	£34.58	£41.49	£36.24	£43.49
	Online billing	£29.99	£35.99	£31.66	£37.99	£33.33	£39.99	£34.99	£41.99
Direct debit	Paper billing	£30.41	£36.49	£32.08	£38.49	£33.74	£40.49	£35.41	£42.49
	Online billing	£29.16	£34.99	£30.83	£36.99	£32.49	£38.99	£34.16	£40.99

		KC Home starter extra (laptop) with local calls		KC Home starter extra (laptop) with local & weekend calls		KC Home starter extra (laptop) with local, evening & weekend calls		KC Home starter extra (laptop) with anytime calls	
		Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
Non direct debit	Paper billing	£27.08	£32.49	£28.74	£34.49	£30.41	£36.49	£32.08	£38.49
	Online billing	£25.83	£30.99	£27.49	£32.99	£29.16	£34.99	£30.83	£36.99
Direct debit	Paper billing	£26.24	£31.49	£27.91	£33.49	£29.58	£35.49	£31.24	£37.49
	Online billing	£24.99	£29.99	£26.66	£31.99	£28.33	£33.99	£29.99	£35.99

		KC Home starter extra (PC) with local calls		KC Home starter extra (PC) with local & weekend calls		KC Home starter extra (PC) with local, evening & weekend calls		KC Home starter extra (PC) with anytime calls	
		Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT	Ex. VAT	Inc. VAT
Non direct debit	Paper billing	£24.99	£29.99	£26.66	£31.99	£28.33	£33.99	£29.99	£35.99
	Online billing	£23.74	£28.49	£25.41	£30.49	£27.08	£32.49	£28.74	£34.49
Direct debit	Paper billing	£24.16	£28.99	£25.83	£30.99	£27.49	£32.99	£29.16	£34.99
	Online billing	£22.91	£27.49	£24.58	£29.49	£26.24	£31.49	£27.91	£33.49