



Residential Special Offers

- Broadband: Special offers
- Devices
- TrueCall blocker discount
- Home Install Premium Router Discount
- Internet Start

For further details on products, please follow [link](#)

Broadband: Special offers

Offer 1: Connection charge offers on selected packages

Offer valid: 30th September to 25th October 2019

Standard Price	Standard Broadband			
	Standard Broadband	Standard Fibre Broadband	Superfast Fibre 75	Superfast Plus Fibre 200
	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
	£50.00	£50.00	£50.00	£50.00
Offer	Free	Free	Free	Free
Offer Price (Inc. VAT)	£00.00	£00.00	£00.00	£00.00

Terms:

- Eligible to all existing and non-customers, subject to a standard contract term
- Subject to network availability
- Valid for in-store, online and telephone applications during the offer period
- Offer subject to status and standard terms and conditions available [here](#)

Offer 2: Connection charge offers to customers not served by Fibre Broadband

Offer valid: 30th September to 25th October 2019

Standard Price	Standard Broadband
	Basics Standard Broadband
	Inc. VAT
	£50.00
Offer	Free Activation
Offer Price (Inc. VAT)	£00.00

Terms:

- Eligible to all existing and non-customers, subject to a standard contract term
- Offer not available if fibre broadband is available at the address where the service is being requested
- Valid for in-store, online and telephone applications during the offer period
- Offer subject to status and standard terms and conditions available [here](#)

Devices

Offer 1: Available to any customer

Offer valid: Until further notice

KCOM provides a range of devices to help our customers get the most out of their broadband. These are as below:

	One-Off Price	Delivery
	Inc. VAT	Inc. VAT
Special offer PC – qualifying*	£75.00	£0.00
Special offer PC – non-qualifying*	£95.00	£0.00
Special offer Laptop – qualifying*	£134.00	£0.00
Special offer Laptop – non-qualifying*	£154.00	£0.00
PC/laptop warranty extension to 12 months	£25.00	£0.00
WiFi adapter for PC	£12.50	£0.00
Smart Home delivery fee 1	£2.99	
Smart Home delivery fee 2	£8.49	

Terms and conditions:

- Customers are only eligible for 1 device across device offers 1 and 2



Offer 2: Available at a reduced price or free as part of a KCOM broadband offer
Offer valid: until further notice

Any customer who signs up to a standard broadband or Lightstream bundle for the first time, or who is encouraged to upgrade their broadband, qualifies for a device at a specially reduced price, as follows. If a customer ceases their KCOM broadband during the 18 month minimum contract period, they will need to return the device to KCOM or receive a charge of the full price of the device.

	One-Off Price	Delivery
	Inc. VAT	Inc. VAT
Special offer PC – qualifying*	£0.00	£0.00
Special offer PC – non-qualifying*	£20.00	£0.00
Special offer Laptop – qualifying*	£59.00	£0.00
Special offer Laptop – non-qualifying*	£78.00	£0.00
PC/laptop warranty extension to 12 months	£25.00	£0.00
WiFi adapter for PC	£12.50	£0.00
Smart Home delivery fee 1	£2.99	
Smart Home delivery fee 2	£8.49	

Terms and conditions:

- Customers are only eligible for 1 device across device offers 1 and 2

TrueCall Blocker Discounts

TrueCall Blocker discounts:	Connection charge / single payment	Monthly rental
	Inc. VAT	Inc. VAT
TrueCall discount £69.99	£69.99	N/A
TrueCall discount 4 x £17.49 installs	N/A	£17.49
TrueCall discount £0.00	£0.00	N/A

Home Install Premium Router Discount

Offer: Customers taking a Home Install service are eligible for a 50% discount on the premium Technicolor TG589vac router.

Offer Detail:

Customers who purchase a Home Install service are eligible for a 50% discount on premium routers	Standard Price	Offer Price
	Inc. VAT	Inc. VAT
Technicolor TG589vac	£96.00	£48.00

Internet Start

Offer: A package specially designed for customers who already have a Talk service but are new to the Internet, comprising:

1. Broadband Basic or Lite Broadband standalone (full description under “Broadband” in Price manual)
2. Free broadband router
3. A refurbished laptop or PC
4. Home installation
5. One hour’s home personalised tutorial
6. Phone Care, to provide a priority 1 working day fix should anything go wrong with the line

There is no connection charge and no hardware delivery charge, as the router and equipment will be delivered by the Engineer when he or she visits for the home installation and home tutorial.

The options are below:

	Standard Price, 18m contract	Price after 18m
	Inc. VAT	Inc. VAT
Internet Start – Basic + Laptop	£19.99	£9.99
Internet Start – Basic + PC	£17.49	£9.99
Internet Start – Lite + Laptop	£24.99	£14.99
Internet Start – Lite + PC	£22.49	£14.99