



## Residential Special Offers

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

## Standard Broadband: Special offers

Offer 1: Standard router offers on selected bundles: Typical model specification as per Technicolor TG589vac

Offer valid: Until 30 June 2018

Offer: Free standard broadband router	Entry-level broadband bundles					
	Starter		Starter Plus		Home	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£80.00	£96.00	£80.00	£96.00	£80.00	£96.00
Offer detail	Free standard broadband router					

Offer: Free standard broadband router	Standard broadband bundles							
	Plus		Xtra		XL		XL Unlimited	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£80.00	£96.00	£80.00	£96.00	£80.00	£96.00	£80.00	£96.00
Offer detail	Free standard broadband router							

### Terms:

- Eligible to all existing and non-customers, subject to a standard contract term
- Standard router delivery fee still applies of £6.49 Inc. VAT
- Valid for in-store, online and telephone applications during the offer period
- Offer subject to status and standard terms and conditions available [here](#)

## Lightstream Superfast / Ultrafast broadband: Special offers

Offer 1: Free Premium Superfast/Ultrafast Broadband Router: Typical model specification as per Technicolor TG589vac  
 Offer valid: Until 30 June 2018

Offer: Free premium broadband router	Entry-level Lightstream bundles			
	Lightstream Starter		Lightstream Home	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£80.00	£96.00	£80.00	£96.00
Offer detail	Free Premium Broadband Router			

Offer: Free premium broadband router	Superfast Lightstream bundles							
	Lightstream Plus		Lightstream Xtra		Lightstream XL		Lightstream XL Unlimited	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£80.00	£96.00	£80.00	£96.00	£80.00	£96.00	£80.00	£96.00
Offer detail	Free Premium Broadband Router							

Offer: Free premium broadband router	Ultrafast Lightstream bundles					
	Ultrafast Xtra		Ultrafast XL		Ultrafast XL Unlimited	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£80.00	£96.00	£80.00	£96.00	£80.00	£96.00
Offer detail	Free Premium Broadband Router					

### Terms:

- Eligible to all existing and non-customers, subject to a standard contract term
- Subject to fibre 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](#)

## 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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Special offer PC – qualifying*	£62.50	£75.00	£0.00	£0.00
Special offer PC – non-qualifying*	£79.17	£95.00	£0.00	£0.00
Special offer Laptop – qualifying*	£111.67	£134.00	£0.00	£0.00
Special offer Laptop – non-qualifying*	£128.34	£154.00	£0.00	£0.00
PC/laptop warranty extension to 12 months	£20.84	£25.00	£0.00	£0.00
WiFi adapter for PC	£10.42	£12.50	£0.00	£0.00
Samsung Tablet 7 - collect	£115.84	£139.00	£0.00	£0.00
Samsung Tablet 7 – deliver	£115.84	£139.00	£4.99	£5.99
Refurbished iPad 3 – collect only	£183.34	£220.00	£0.00	£0.00
	£183.34	£220.00	£4.99	£5.99
TP-Link HS110 Smart Plug with Energy Monitoring	£24.99	£29.99	£2.49	£2.99
TP-Link LB110 Smart LED light bulb, white	£20.83	£24.99	£2.49	£2.99
TP-Link LB130 Smart LED light bulb, colour	£31.66	£37.99	£2.49	£2.99
Smart Home delivery fee 1	£2.49	£2.99		
Smart Home delivery fee 2	£7.08	£8.49		

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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Special offer PC – qualifying*	£0.00	£0.00	£0.00	£0.00
Special offer PC – non-qualifying*	£16.67	£20.00	£0.00	£0.00
Special offer Laptop – qualifying*	£49.17	£59.00	£0.00	£0.00
Special offer Laptop – non-qualifying*	£65.84	£78.00	£0.00	£0.00
PC/laptop warranty extension to 12 months	£20.84	£25.00	£0.00	£0.00
Samsung Tablet 7 - collect	£36.67	£44.00	£0.00	£0.00
WiFi adapter for PC	£10.42	£12.50	£0.00	£0.00
Samsung Tablet 7- deliver	£36.67	£44.00	£4.99	£5.99
Refurbished iPad – collect only	£120.84	£145.00	£0.00	£0.00
TP-Link HS110 Smart Plug with Energy Monitoring	£0.00	£0.00	£2.49	£2.99
TP-Link LB110 Smart LED light bulb, white	£0.00	£0.00	£2.49	£2.99
TP-Link LB130 Smart LED light bulb, colour	£0.00	£0.00	£2.49	£2.99
Smart Home delivery fee 1	£2.49	£2.99		
Smart Home delivery fee 2	£7.08	£8.49		

Offer 3: Monthly Payments (12 months)  
 Offer valid: Until further notice

KCOM devices are available to buy by spreading payments over 12 months. This option is available with any KCOM broadband or Lightstream.

	Monthly Price (12 months)		Delivery	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Special offer PC – qualifying*	£8.75	£10.50	£0.00	£0.00
Special offer PC – non-qualifying*	£8.75	£10.50	£0.00	£0.00
Special offer Laptop – qualifying*	£12.50	£15.00	£0.00	£0.00
Special offer Laptop – non-qualifying*	£12.50	£15.00	£0.00	£0.00
Samsung Tablet 7 - collect	£10.84	£13.00	£0.00	£0.00
Samsung Tablet 7- deliver black	£10.84	£13.00	£4.99	£5.99
Samsung Tablet 7- deliver white	£10.84	£13.00	£4.99	£5.99
Refurbished iPad – collect	£16.67	£20.00	£0.00	£0.00
Refurbished iPad – deliver	£16.67	£20.00	£4.99	£5.99

\*Qualifying means:

- a registered charity; or
- an individual on means-tested state benefits including housing benefit, income support, jobseeker's allowance, pension credit, disability living allowance, attendance allowance / constant attendance allowance, incapacity benefit / employment support allowance, the disability element of working tax credit, universal credit or any similar benefit and any replacement of or equivalent to any of the above from time to time.

## Student Connect

### 1. Introduction and Summary

Student Connect is a service specifically designed for Students and is a bundle on Standard broadband and Lightstream broadband, where available. It is only available to Students.

### 2. Service Description

Student Connect: Based on ADSL technology, Standard broadband provides internet access with connection speeds that vary, depending on your line length from the telephone exchange.

Based on fibre optic technology, Lightstream Student Connect 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.

### 3. 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.

### 4. Contract Term

The standard contract length is 6 months for Student connect. Early termination fees apply. Please see below.

## 5. Connection charges (one-off charge at the commencement of your contract)

Student connect (Standard broadband)		Lightstream student connect (Fibre broadband)	
Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
£25.00	£30.00	£83.33	£100.00
Offers			
Free connection		No offer	

## 6. Installation Options

	Service detail	Ex VAT	Inc. VAT
Standard hardware	Next day courier delivery of ADSL	£5.41	£6.49
Fibre hardware	Engineer delivery of fibre router	Included in connection charge	

## 7. Rental Charges per Calendar Month

		Student connect		Lightstream student connect	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Non direct debit	Paper billing	£43.75	£52.50	£52.08	£62.50
	Online billing	£42.50	£51.00	£50.83	£61.00
direct debit	Paper billing	£42.92	£51.50	£51.25	£61.50
	Online billing	£41.67	£50.00	£50.00	£60.00



## 8. Service Detail

	Student Connect	Lightstream Student Connect
Calls		
Free local calls	Yes (at all times)	
Free UK calls (01/02/03)		
Free 0845/0870 calls		
Free 197 calls (local directory enquiries)		
Free 118 288 calls (UK directory enquiries)		
Free calls to UK Mobiles	180 minutes (evenings and weekends)	
Call charges	Bundle includes anytime calls package. See full call details <a href="#">here</a>	
Free reject withheld numbers	Yes	
Free caller display		

Broadband				
Monthly data allowance	Unlimited			
Speed Profiles	Download	Upload	Download	Upload
	Check your available speeds <a href="#">here</a>		FTTH: 100Mbps	FTTH: 10Mbps
			FTTC: Up to 75Mbps	FTTC: Up to 10Mbps
Other features				
Mailboxes	1 POP3 mailbox per account, 25MB size limit			
Web space	None			
Email anti-virus / anti-spam	Yes			
IP addresses	1 dynamic IP address		1 static IP address	
Free technical support	Yes			

## 9. Equipment Charges

	Service Detail	Ex VAT	Inc. VAT
Broadband Router	Standard Broadband Router	£80.00	£96.00
	Lightstream Fibre Router	£80.00	£96.00
Offers	Free Router		

## 10. Other Charges

	Service Detail	Ex VAT	Inc. VAT
Downgrade Fee	Discretionary fee for downgrading your service more than once during your contract term	£25.00	£30.00
Reconnection Fee	Discretionary fee following disconnection / suspension for non-payment or abuse	£25.00	£30.00

## 11. Early Termination Fees

Student Connect	Lightstream Student Connect
£22.00	£30.00

Early termination fees will apply for each month remaining on the contract and do not attract VAT.

## TrueCall Blocker Discounts

TrueCall Blocker discounts:	Connection charge / single payment		Monthly rental	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
TrueCall discount £69.99	£58.33	£69.99	N/A	N/A
TrueCall discount 4 x £17.49 installs	N/A	N/A	£14.58	£17.49
TrueCall discount £0.00	£0.00	£0.00	N/A	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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Technicolor TG589vac	£80.00	£96.00	£40.00	£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 iPad, 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	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Internet Start – Basic + iPad	£20.83	£24.99	£8.33	£9.99
Internet Start – Basic + Laptop	£16.66	£19.99	£8.33	£9.99
Internet Start – Basic + PC	£14.58	£17.49	£8.33	£9.99
Internet Start – Lite + iPad	£24.99	£29.99	£12.49	£14.99
Internet Start – Lite + Laptop	£20.83	£24.99	£12.49	£14.99
Internet Start – Lite + PC	£18.74	£22.49	£12.49	£14.99

## Other Broadband offers

Offer 1: Standard router offers on selected bundles: Typical model specification as per Technicolor TG589vac  
 Offer valid: Until 30 June 2018

Offer: Free broadband router	Broadband Packages – details <a href="#">here</a>	
	Standard Price	Offer Price
	Inc. VAT	Inc. VAT
	£96.00	£0.00

Terms:

- Eligible to all existing and non-customers, subject to a standard contract term
- Standard router delivery fee may still applies at £6.49 Inc. VAT
- 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 on selected bundles  
 Offer valid: Until 30 June 2018

Standard Price	Standard Broadband	Fibre Broadband		
	Basics Broadband	Basics Fibre	Lightstream 150	Lightstream 350
	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
	£50.00	£50.00	£50.00	£50.00
Offer			Half Price	Free Activation
Offer Price (Inc. VAT)			£25.00	£0.00

Terms:

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