



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: Standard router offers on selected packages: Typical model specification as per Technicolor TG589vac

Offer valid: Until further notice

Offer: Free broadband router	Broadband Packages – see below	
	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
- Qualifying Broadband Packages are limited to: Basics Standard Broadband, Basics Fibre Broadband, Lightstream Fibre 75, Lightstream Fibre 200 and Lightstream Fibre 400
- 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](#)

Offer 2: Connection charge offers on selected packages

Offer valid: Until further notice

Standard Price	Standard Broadband	Fibre Broadband			
	Basics Standard Broadband	Basics Fibre Broadband	Lightstream Fibre 75	Lightstream Fibre 200	Lightstream Fibre 400
	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
	£50.00	£50.00	£50.00	£50.00	£50.00
Offer	Half Price	Half Price	Half Price	Half Price	Half Price
Offer Price (Inc. VAT)	£25.00	£25.00	£25.00	£25.00	£25.00

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 3: Connection charge offers to customers not served by Fibre Broadband
 Offer valid: Until Further notice

Standard Price	Standard Broadband
	Basics Standard Broadband
	Inc. VAT
	£50.00
Offer	Free Activation
Offer Price (Inc. VAT)	£25.00

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
Refurbished iPad 3 – collect only	£220.00	£0.00
Refurbished iPad 3 – deliver	£220.00	£5.99
TP-Link HS110 Smart Plug with Energy Monitoring	£29.99	£2.99
TP-Link LB110 Smart LED light bulb, white	£24.99	£2.99
TP-Link LB130 Smart LED light bulb, colour	£37.99	£2.99
Smart Home delivery fee 1	£2.99	
Smart Home delivery fee 2	£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
	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
Refurbished iPad – collect only	£145.00	£0.00
TP-Link HS110 Smart Plug with Energy Monitoring	£0.00	£2.99
TP-Link LB110 Smart LED light bulb, white	£0.00	£2.99
TP-Link LB130 Smart LED light bulb, colour	£0.00	£2.99
Smart Home delivery fee 1	£2.99	
Smart Home delivery fee 2	£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
	Inc. VAT	Inc. VAT
Special offer PC – qualifying*	£10.50	£0.00
Special offer PC – non-qualifying*	£10.50	£0.00
Special offer Laptop – qualifying*	£15.00	£0.00
Special offer Laptop – non-qualifying*	£15.00	£0.00
Refurbished iPad – collect	£20.00	£0.00
Refurbished iPad – deliver	£20.00	£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.

Offer 4: Spread cost of Powerline adapters
 Offer valid: Until further notice

The following Powerline adapter kits are available to buy by spreading payments over 4 months. This option is available with any KCOM broadband or Lightstream.

	Monthly Price (4 months)
	Inc. VAT
TL-WPA8630 KIT	£18.75
TL-WPA8630P KIT	£22.50

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 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
	Inc. VAT	Inc. VAT
Internet Start – Basic + iPad	£24.99	£9.99
Internet Start – Basic + Laptop	£19.99	£9.99
Internet Start – Basic + PC	£17.49	£9.99
Internet Start – Lite + iPad	£29.99	£14.99
Internet Start – Lite + Laptop	£24.99	£14.99
Internet Start – Lite + PC	£22.49	£14.99