



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	No Offer	No Offer	No Offer	Half Price	Free Activation
Offer Price (Inc. VAT)				£25.00	£0.00

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 31st July 2018

Standard Price	Standard Broadband
	Basics Standard Broadband
	Inc. VAT
	£50.00
Offer	Free Activation
Offer Price (Inc. VAT)	£0.00

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](#)

Offer 4: One month free broadband for new Lightstream customers who quote the offer
 Offer valid: Until 31st July 2018

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
- Available with Offers 1 or 2, but not available with any other offer
- Offer subject to status and standard terms and conditions available [here](#)

Offer 5: Free connection on selected Lightstream packages for any customer taking Lightstream, who quotes the offer

Offer valid: Until 31st October 2018

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	Free Activation	Free Activation	Free Activation	Free Activation	Free Activation
Offer Price (Inc. VAT)	£0.00	£0.00	£0.00	£0.00	£0.00

Terms:

- Subject to a standard contract term
- Subject to network availability
- Valid for in-store, online and telephone applications during the offer period
- Available with Offer 1, but not available with any other offer
- Offer subject to status and standard terms and conditions available [here](#)

Offer 6: Half price monthly rental for the first 3 months on selected Lightstream packages for customers who quote the offer

Offer valid: Until 31st August 2018

The prices for the first 3 months are as follows. After that, the price reverts to the standard monthly prices, which are [here](#).

		Basics Fibre Broadband				
		20GB	50GB	100GB	150GB	200GB
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£11.00	£13.00	£16.00	£17.50	£19.00
	Paper billing	£12.50	£14.50	£17.50	£19.00	£20.50
Non Direct Debit	Online billing	£12.00	£14.00	£17.00	£18.50	£20.00
	Paper billing	£13.50	£15.50	£18.50	£20.00	£21.50

		<i>Fibre Broadband</i>				
		<i>Basics Fibre Broadband</i>				
		400GB	600GB	800GB	Unlimited	
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	
Direct Debit	Online billing	£21.50	£24.00	£26.50	£27.50	
	Paper billing	£23.00	£25.50	£28.00	£29.00	
Non Direct Debit	Online billing	£22.50	£25.00	£27.50	£28.50	
	Paper billing	£24.00	£26.50	£29.00	£30.00	

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 75</i>				
		100GB	150GB	200GB	400GB	600GB
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£17.50	£19.00	£21.00	£23.00	£25.00
	Paper billing	£19.00	£20.50	£22.50	£24.50	£26.50
Non Direct Debit	Online billing	£18.50	£20.00	£22.00	£24.00	£26.00
	Paper billing	£20.00	£21.50	£23.50	£25.50	£27.50

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 75</i>				
		800GB	Unlimited			
		Inc. VAT	Inc. VAT			
Direct Debit	Online billing	£27.00	£28.00			
	Paper billing	£28.50	£29.50			
Non Direct Debit	Online billing	£28.00	£29.00			
	Paper billing	£29.50	£30.50			

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 200</i>				
		150GB	200GB	400GB	600GB	800GB
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£20.00	£21.00	£24.00	£26.00	£28.00
	Paper billing	£21.50	£22.50	£25.50	£27.50	£29.50
Non Direct Debit	Online billing	£21.00	£22.00	£25.00	£27.00	£29.00
	Paper billing	£22.50	£23.50	£26.50	£28.50	£30.50

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 200</i>				
		Unlimited				
		Inc. VAT				
Direct Debit	Online billing	£29.00				
	Paper billing	£30.50				
Non Direct Debit	Online billing	£30.00				
	Paper billing	£31.50				

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 400</i>				
		200GB	400GB	600GB	800GB	Unlimited
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£22.50	£25.00	£27.50	£29.00	£30.00
	Paper billing	£24.00	£26.50	£29.00	£30.50	£31.50
Non Direct Debit	Online billing	£23.50	£26.00	£28.50	£30.00	£31.00
	Paper billing	£25.00	£27.50	£30.00	£31.50	£32.50

Charges apply per calendar month.

- 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
- Available with Offers 1 and 2, but not available with any other offer
- Offer subject to status and standard terms and conditions available [here](#)

Offer 7: 20% off selected Lightstream packages for customers who quote the offer and are moving from ADSL to Lightstream
 Offer valid: Until 30th November 2018

The prices for the first 12 months are as follows. After that, the price reverts to the standard monthly prices, which are [here](#).

Offer Price		<i>Fibre Broadband – Lightstream Fibre 200</i>	<i>Fibre Broadband – Lightstream Fibre 400</i>	<i>Fibre Broadband – Lightstream Fibre 400</i>
		200GB	400GB	Unlimited data
		Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£33.60	£40.00	£48
	Paper billing	£35.10	£41.50	£49.50
Non Direct Debit	Online billing	£34.60	£41.00	£49.00
	Paper billing	£36.10	£42.50	£50.50

Standard Price		<i>Fibre Broadband – Lightstream Fibre 200</i>	<i>Fibre Broadband – Lightstream Fibre 400</i>	<i>Fibre Broadband – Lightstream Fibre 400</i>
		200GB	400GB	Unlimited data
		Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£42.00	£50.00	£60.00
	Paper billing	£43.50	£51.50	£61.50
Non Direct Debit	Online billing	£43.00	£51.00	£61.00
	Paper billing	£44.50	£52.50	£62.50

Terms:

- Subject to a standard contract term
- Subject to network availability
- Valid for in-store and telephone applications during the offer period
- Available with Offer 1 but not available with any other offer
- Offer subject to status and standard terms and conditions available [here](#)

Offer 8: Three months free broadband for customers taking part in new router trial in December 2018

Offer valid: Until 31st January 2019

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
- Available with Offers 1 or 2, but not available with any other offer
- Participants must complete all trial requirements including surveys
- 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
Samsung Tablet 7 - collect	£139.00	£0.00
Samsung Tablet 7 – deliver	£139.00	£5.99

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
Samsung Tablet 7 - collect	£44.00	£0.00
WiFi adapter for PC	£12.50	£0.00
Samsung Tablet 7- deliver	£44.00	£5.99
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
Samsung Tablet 7 - collect	£13.00	£0.00
Samsung Tablet 7- deliver black	£13.00	£5.99
Samsung Tablet 7- deliver white	£13.00	£5.99
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