

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 September 2017

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	£82.50	£99.00	£82.50	£99.00	£82.50	£99.00
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	£82.50	£99.00	£82.50	£99.00	£82.50	£99.00	£82.50	£99.00
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](#)



Offer 2: Connection charge offers on selected bundles

Offer valid: Until 30 September 2017

Offer: Free Connection	Entry-level broadband bundles					
	Starter		Starter Plus		Home	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£25.00	£30.00	£25.00	£30.00	£25.00	£30.00
Offer detail	Free connection					

Offer: Free connection	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	£25.00	£30.00	£25.00	£30.00	£25.00	£30.00	£25.00	£30.00
Offer detail	Free connection							

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](#)



Offer 3: Connection charge offers on selected standalone broadband products

Offer valid: Until 30 September 2017

Offer: Standalone free connection	Standard broadband standalone product											
	Basic		Lite		Home		Plus		Xtra		XL	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£25.00	£30.00	£25.00	£30.00	£25.00	£30.00	£25.00	£30.00	£25.00	£30.00	£25.00	£30.00
Offer detail	Free Connection											

Terms:

- Eligible to all existing and non-customers, subject to a standard contract term
- Standalone product only available to a customer who also has a standard standalone voice product, details [here](#)
- 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 September 2017

Offer: Free premium broadband router	Entry-level Lightstream bundles			
	Lightstream Starter		Lightstream Home	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£82.50	£99.00	£82.50	£99.00
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	£82.50	£99.00	£82.50	£99.00	£82.50	£99.00	£82.50	£99.00
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	£82.50	£99.00	£82.50	£99.00	£82.50	£99.00
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](#)



Offer 2: *Existing Broadband Customer Offers*
 Connection charge offers on selected Lightstream bundles
 Offer valid: 30 September 2017

Offer: Lightstream Connection Charge	Entry-level Lightstream bundles			
	Lightstream Starter		Lightstream Home	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£41.67	£50.00	£41.67	£50.00
Offer detail	No offer		No offer	

Offer: Lightstream connection charge	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	£41.67	£50.00	£41.67	£50.00	£41.67	£50.00	£41.67	£50.00
Offer detail	No offer		No offer		No offer		Free	

Offer: Lightstream connection charge	Ultrafast Lightstream bundles					
	Ultrafast Xtra		Ultrafast XL		Ultrafast XL Unlimited	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£41.67	£50.00	£41.67	£50.00	£41.67	£50.00
Offer detail	Free		Free		Free	

Terms:

- Offer is available to all existing customers and non-customers, subject to a standard contract term
- Subject to fibre network availability
- Offer subject to status and Standard Terms and Conditions available [here](#)



Offer 3: Exclusive Non-Broadband Customer Offers
 Connection charge offers on selected Lightstream bundles

Offer valid: Until 30 September 2017

Offer: Lightstream connection charge	Entry-level Lightstream bundles			
	Lightstream starter		Lightstream home	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£41.67	£50.00	£41.67	£50.00
Offer detail	Free		Free	

Offer: Lightstream connection charge	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	£41.67	£50.00	£41.67	£50.00	£41.67	£50.00	£41.67	£50.00
Offer detail	Free		Free		Free		Free	

Offer: Lightstream connection charge	Ultrafast Lightstream bundles					
	Ultrafast Xtra		Ultrafast XL		Ultrafast XL unlimited	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Standard price	£41.67	£50.00	£41.67	£50.00	£41.67	£50.00
Offer detail	Free		Free		Free	

Terms:

- Offer is by invitation-only to voice-only and non-customers, subject to a standard contract term
- Subject to fibre network availability
- Offer subject to status and Standard Terms and Conditions available [here](#)



Broadband: Special offers with KCOM Mobile

Offer: Six month discounts available on selected broadband bundles when KCOM mobile is also purchased.

Offer valid: 1 April 2017 until 31 December 2017

Standard Broadband	Standard price		15% disc	
	Ex	Inc. VAT	Ex	Inc. VAT
Home Starter Local	£16.66	£19.99	£14.16	£16.99
Home Starter Local & Weekend	£18.33	£21.99	£15.58	£18.69
Home Starter L, E & W	£19.99	£23.99	£16.99	£20.39
Home Starter Anytime	£21.66	£25.99	£18.41	£22.09
Home Starter Plus Local	£21.66	£25.99	£18.41	£22.09
Home Starter Plus Local & Weekend	£23.33	£27.99	£19.83	£23.79
Home Starter Plus L, E & W	£24.99	£29.99	£21.24	£25.49
Home Starter Plus Anytime	£26.66	£31.99	£22.66	£27.19
Home	£26.66	£31.99	£22.66	£27.19
Home Plus	£29.99	£35.99	£25.49	£30.59
Home Xtra	£34.16	£40.99	£29.03	£34.84
Home XL	£38.33	£45.99	£32.58	£39.09
Home XL Unlimited	£41.66	£49.99	£35.41	£42.49
Lightstream Starter	£26.66	£31.99	£22.66	£27.19
Lightstream Home	£30.83	£36.99	£26.20	£31.44
Lightstream Plus	£34.16	£40.99	£29.03	£34.84
Lightstream Xtra	£38.33	£45.99	£32.58	£39.09
Lightstream XL	£42.49	£50.99	£36.12	£43.34
Lightstream XL Unlimited	£49.99	£59.99	£42.49	£50.99
Lightstream Ultrafast Xtra	£41.66	£49.99	£35.41	£42.49
Lightstream Ultrafast XL	£45.83	£54.99	£38.95	£46.74
Lightstream Ultrafast XL Unlimited	£54.16	£64.99	£46.03	£55.24



Terms:

- Offer is by invitation-only to voice-only, non-customers and customers taking KCOM broadband, subject to a standard 18 month contract term
- Lightstream services are subject to fibre network availability
- Prices assume payment by direct debit and online billing discounts
- Discount applies for the specified time indicated on the marketing information (first 6 months of the standard 18 month contract term)
- KCOM mobile contracts are subject to credit check
- If the mobile contract does not go ahead, the broadband discount will no longer apply
- 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 black	£115.84	£139.00	£4.99	£5.99
Samsung Tablet 7 - deliver white	£115.84	£139.00	£4.99	£5.99
Refurbished iPad – collect	£183.34	£220.00	£0.00	£0.00
Refurbished iPad – deliver	£183.34	£220.00	£4.99	£5.99



Offer 2: Available only to customers new to KCOM broadband
Offer valid: Until further notice

Any customer who signs up to a standard broadband or Lightstream bundle for the first time qualifies for a device at a specially reduced price, as follows:

	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	£20.00	£24.00	£0.00	£0.00
WiFi adapter for PC	£10.42	£12.50	£0.00	£0.00
Samsung Tablet 7- deliver black	£20.00	£24.00	£4.99	£5.99
Samsung Tablet 7- deliver white	£20.00	£24.00	£4.99	£5.99
Refurbished iPad – collect	£120.84	£145.00	£0.00	£0.00
Refurbished iPad – deliver	£120.84	£145.00	£4.99	£5.99



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.



Multi Care Offer

We have a special offer running until further notice - £2 off the standard monthly price of Multi Care, as follows:

	Standard Monthly Price		Offer Monthly Price	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Multi Care 3 devices	£5.83	£6.99	£4.16	£4.99
Multi Care 5 devices	£6.66	£7.99	£4.99	£5.99

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 here	
Free reject withheld numbers	Yes	
Free caller display		

Broadband				
Monthly data allowance	Unlimited			
Speeds	Download	Upload	Download	Upload
	Check your available speeds here		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	£29.99	£35.99
	Lightstream Fibre Router	£82.50	£99.00
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	£82.50	£99.00	£41.24	£49.49

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

Initiation-only Broadband Offers

Offer valid: Until 31 July 2017

Product	Offer Period	Standard price per month	Offer Period price per month
	Months	Inc. VAT	Inc. VAT
Lightstream Home Plus Bundle	3	£40.99	£36.99
Home Xtra Bundle	3	£40.99	£36.99
Home XL Unlimited Bundle	6	£49.99	£44.99
Home Xtra TV Bundle	3	£52.99	£48.99

Terms:

- Eligible to existing Broadband customers by initiation-only
- Standard contract term of 18 months applies and discount period applies at the beginning of the new term
- Prices assume online billing and payment by Direct Debit; additional charges apply for Paper Billing and other payment options
- Offer subject to status and standard terms and conditions available [here](#)



Limited Edition Broadband offers

Offer 1: Standard router offers on selected bundles: Typical model specification as per Technicolor TG589vac
Offer valid: Until 30 September 2017

Offer: Free broadband router	Limited Edition Broadband products – details here	
	Standard Price	Offer Price
	Inc. VAT	Inc. VAT
	£99.00	£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 September 2017

Offer: Free Connection	Limited Edition Broadband products – details here	
	Standard Price	Offer Price
	Inc. VAT	Inc. VAT
	£50.00	£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](#)



Offer 3: Exclusive Non-Broadband Customer Offers
 Six Months discount on selected Limited Edition Broadband
 Offer valid: Until 30 September 2017

		Offer Prices – applies for first 6 months of 18 month contract				
		<i>Standard Broadband</i>				
		<i>Basics Broadband:</i> 20GB	<i>Basics Broadband:</i> 200GB	<i>Basics Broadband:</i> 400GB	<i>Basics Broadband:</i> 750GB	<i>Basics Broadband:</i> Unlimited
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£19.99	£24.99	£27.99	£29.99	£34.99
		<i>Fibre Broadband</i>				
		<i>Basics Fibre:</i> 20GB	<i>Basics Fibre:</i> 20GB	<i>Basics Fibre:</i> 20GB	<i>Basics Fibre:</i> 20GB	<i>Basics Fibre:</i> 20GB
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£19.99	£24.99	£27.99	£29.99	£34.99
		<i>Fibre Broadband</i>				
		<i>Lightstream 150:</i> 200GB	<i>Lightstream 150:</i> 400GB	<i>Lightstream 150:</i> 750GB	<i>Lightstream 150:</i> Unlimited	
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	
Direct Debit	Online billing	£27.99	£29.99	£34.99	£37.99	
		<i>Fibre Broadband</i>				
		<i>Lightstream 350:</i> 400GB	<i>Lightstream 350:</i> 750GB	<i>Lightstream 350:</i> Unlimited		
		Inc. VAT	Inc. VAT	Inc. VAT		
Direct Debit	Online billing	£34.99	£37.99	£39.99		

Prices shown assume payment by Direct Debit and Online Billing.
 If payment by DD is required, add £1.00 inc. If non-paper billing is required, add £1.50 inc.

Terms:

- Offer is by invitation-only to voice-only and non-customers, subject to a standard 18 month contract term
- Standard pricing applies from month 7 onwards, as per [here](#)
- Lightstream services are subject to fibre network availability
- Offer subject to status and standard terms and conditions available [here](#)