



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: £50 Amazon Voucher
Offer valid: 6th January 2020 to 6th April 2020
Eligibility: For new Lightstream customers taking the 400Mbs package only

Terms and conditions: This Offer may only be used in conjunction with the following other offers: 'Contract buy-out if you're with Sky, BT or TalkTalk'. This Offer is available to new residential customers who enter into a 12-month minimum term contract for KCOM's 400Mbps Lightstream service during the Offer Period. Offer is subject to status, a credit-check, payment by direct debit and our standard terms and conditions available at <https://www.kcomhome.com/media/2872666/universal-conditions-web-version-v17-061119.pdf>. Amazon voucher will be sent within 30 days of Lightstream package installation. Set-up fee of £25 applies. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. We reserve the right to provide a substitute item of similar value should the Amazon voucher become unavailable for any reason. Cash or credit alternatives will not be offered. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

Offer 2: Contract buy-out if you're with Sky, BT, TalkTalk or PlusNet broadband: Up to £100 credit on your KCOM bill
Offer valid: 6th January 2020 to 26th June 2020
Eligibility: For new Lightstream customers – available when taking any Lightstream service

Terms and conditions: This Offer may be used in conjunction with other offers. This Offer is available to new UK residential customers who are switching from either Sky Broadband, BT Broadband or TalkTalk Broadband providers only who enter into a 12-month minimum term contract for a Lightstream service during the Offer Period. Offer is subject to status, a credit-check, payment by direct debit and our standard terms and conditions available at <https://www.kcomhome.com/media/2872666/universal-conditions-web-version-v17-061119.pdf> Set-up fee of £25 applies. When you switch your broadband, calls and line rental to KCOM if your provider charges you any early termination fees, you can claim up to £100 KCOM account credit capped at the amount you are charged for those early termination fees (this excludes e.g. outstanding call charges). To claim this offer, you must have paid those early termination fees in full and send us proof of your payment within 90 days of your KCOM Lightstream service being activated. You will receive the credit on your KCOM account within 30 days of KCOM receiving the proof of payment for your early termination fees. Offer applies to orders placed in-store, online or by telephone during the Offer Period. Offer available to new UK residential customers only. We reserve the right to amend or withdraw this Offer at any stage. Cash alternatives will not be offered. Offer invalidated if you cancel your KCOM Lightstream service before your KCOM account credit is processed. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

Offer 3: Trial: Pay no broadband rental charges for 6 months
Offer valid: 6th January 2020 to 31st January 2020
Eligibility: For new Lightstream customers in EYE/FFE areas that have signed up for any Lightstream package and have been selected by KCOM to take part in the Trial*

Terms and conditions: This Offer may not be used in conjunction with any other offer. This Offer is available to residential customers who enter into a 12-month minimum term contract for a KCOM Lightstream service during the Offer Period and who have been selected by KCOM to take part in the Trial. The broadband and line rental are provided free of charge for the first 6 months (i.e. from the service start date) of the 12-month term and for the remainder of the term KCOM's standard contract charges shall apply. Call charges apply. Offer is subject to status, a credit-check, payment by direct debit and our standard terms and conditions available at <https://www.kcomhome.com/media/2872666/universal-conditions-web-version-v17-061119.pdf> Set-up fee of £25 applies. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. Cash or credit alternatives will not be offered. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

*Customers who have been pre-selected via telephone to have Lightstream installed using new Order Management system will in test phase.

Offer 4: No connection fee
Offer valid: 2nd March 2020 to 4th July 2020
Eligibility: For new Lightstream customers in KCOM Fibre Network Expansion Area only

Terms and conditions: This Offer may be used in conjunction with another offer. This Offer is available to residential customers in KCOM Fibre Network Expansion Area only who enter into a 12 month minimum term contract for a KCOM Lightstream service during the Offer Period. Offer is subject to status, a credit-check, payment by direct debit and our standard terms and conditions available at <https://www.kcomhome.com/media/2872711/kcom-universal-conditions-for-service-residential-jan-2020.pdf>. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. Cash or credit alternatives will not be offered. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

KCOM Fibre Network Expansion Area includes but is not limited to the following areas and is subject to change: Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole

Offer 5: £10 off rental price per month for 12 months on our 75Mbps Unlimited package and 200Mbps unlimited package

Offer Period: 16th March 2020 to 29th May 2020

Eligibility: For new Lightstream customers in KCOM Fibre Network Expansion Area only

Terms and conditions: This Offer may be used in conjunction with another offer. This Offer is available to residential customers in KCOM Fibre Network Expansion Area only who enter into a 12-month minimum term contract for a KCOM Lightstream service during the Offer Period for either the 75Mbps unlimited package or the 200Mbps unlimited package. For illustrative purposes, the price from month 13 would currently be £42 a month for 75Mbps unlimited package and £46 a month for 200Mbps unlimited package, but these amounts are subject to change. Offer is subject to status, a credit-check, payment by direct debit and our standard terms and conditions available at <https://www.kcomhome.com/media/2872711/kcom-universal-conditions-for-service-residential-jan-2020.pdf>. Connection fee of £25 may apply. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. Cash or credit alternatives will not be offered. The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts.

KCOM Fibre Network Expansion Area includes but is not limited to the following areas and is subject to change: Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole

Offer 6: 50% off broadband rental 30Mbps Unlimited package for the first 3 months

Offer Period: 10th March 2020 to 06th April 2020

Eligibility: For new Lightstream customers in OLA

Terms and conditions: This Offer may be used in conjunction with another offer. This Offer is only available with our Lightstream Standard Fibre Unlimited 30Mbps package between 10 March – 06 April 2020, where you are either a new residential customer or an existing residential customer that does not receive fibre services from KCOM. You will need to enter into a 12 month minimum term contract for a KCOM Lightstream service. You will pay £20 a month for three consecutive months from your service start date, KCOM's standard, published, contract charges will apply thereafter. Prices may change during the contract term. Offer is subject to status, a credit-check, payment by direct debit and our standard terms and conditions available at <https://www.kcomhome.com/media/2872711/kcom-universal-conditions-for-service-residential-jan-2020.pdf>. Offer applies to orders placed in-store, online or by telephone during the Offer Period. We reserve the right to amend or withdraw the Offer at any stage. Cash or credit alternatives will not be offered.

The Offer is administered by KCOM Group Limited, 37 Carr Lane, Hull HU1 3RE and these terms are governed by the laws of England and subject to the exclusive jurisdiction of the English courts. For details on our Traffic Management Policy visit <https://www.kcomhome.com/legal/traffic-management/>.

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