



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: Contract buy-out if you're with any UK broadband provider: Up to £200 credit on your KCOM bill depending on package selected

- 100Mbps Unlimited package up to £50
- 300Mbps Unlimited package up to £100
- 500Mbps Unlimited package up to £150
- 900Mbps Unlimited package up to £200

Offer Period: 00:01 01 August 2021 – 23:59 30 September 2021

Eligibility: For new Lightstream customers – available when taking 100 / 300 / 500 or 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability. 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 any UK broadband provider who enter into a 18-month minimum term contract for a 100 / 300 / 500 or 900Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area 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/universalconditions-web-version-v17-061119.pdf> Set-up fee of £24.99 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 £200 KCOM account credit capped at the amount you are charged for broadband and line rental (this excludes outstanding / over-usage charges and call charges) and is dependent on the package you select as set out above. To claim this offer, you must have paid those early termination fees in full and send us proof of your early termination fee 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 2: Waiting Credit – Up to £100 towards the cost of waiting for KCOM's full fibre broadband in KCOM's New Fibre Build Areas.

Offer Period: 00:01 01 August 2021 – 23:59 30 September 2021

Eligibility: For new Lightstream customers who pre-register for KCOM services as part of our New Fibre Build – available when taking any Lightstream package in Bridlington, Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability. 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 any UK broadband provider and who pre-register for, and subsequently purchase, any Unlimited Lightstream Package. 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/universalconditions-web-version-v17-061119.pdf>. Set-up fee of £24.99 applies. You can claim up to £100 towards the cost of waiting for KCOM's full fibre broadband when you pre-register for, and subsequently purchase, any Unlimited Lightstream Package in our New Fibre Build Areas. The cost of waiting is the difference between your in contract and out of contract price, if your contract with an existing provider ends between pre-registration and availability of Lightstream services. To claim this offer, you must have paid the out of contract price with your previous provider and send proof of 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 out of contract price. 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: Discounted monthly rental price for 12 months on the following KCOM Lightstream Unlimited packages:

- 100Mbps Unlimited £29.99 per month for 12 months (standard price £39.99 per month)
- 300Mbps Unlimited £29.99 per month for 12 months (standard price £49.99 per month)
- 500Mbps Unlimited £29.99 per month for 12 months (standard price £59.99 per month)
- 900Mbps Unlimited £29.99 per month for 12 months (standard price £69.99 per month)

Offer Period: 26 July 2021 to 30 September 2021

Eligibility: For new Lightstream customers who purchase KCOM's 100Mbps, 300Mbps, 500Mbps or 900Mbps Unlimited Lightstream packages in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability. Terms and conditions: This offer can only be used in conjunction with Offer 1 (Contract Buy Out) or Offer 2 (Waiting Credit) provided that the eligibility criteria and terms and conditions for these offers are met.

This Offer is available to residential customers who do not already receive KCOM Lightstream services who purchase KCOM's 100Mbps, 300Mbps, 500Mbps or 900Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area during the Offer Period. All orders are subject to an 18-month minimum term and a £24.99 connection fee. You will be charged a monthly rental charge of £29.99 per month for the first 12 months, standard price per month thereafter. You can change your package at any time during your contract period and this does not affect the minimum contract period. If you downgrade your package e.g. moving from 900Mbps to 50Mbps, 100Mbps, 300Mbps or 500Mbps a downgrade fee of £10 will apply. Changing to a higher package is possible at any time e.g. moving from 100Mbps to 300Mbps or 300Mbps to 900Mbps with no upgrade fee. Prices subject to CPI plus 3.9% increase each March starting 2022. Speeds quoted are average download speeds. 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-residentialjan-2020.pdf>. Offer applies to orders placed instore, 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.



Offers no longer available:

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

**Offer 1: Contract buy-out if you're with any UK broadband provider: Up to £200 credit on your KCOM bill depending on package selected**

- 100Mbps Unlimited package up to £50
- 300Mbps Unlimited package up to £100
- 500Mbps Unlimited package up to £150
- 900Mbps Unlimited package up to £200

Offer Period: 00:01 19 May 2021 – 23:59 29 July 2021

Eligibility: For new Lightstream customers – available when taking 100 / 300 / 500 or 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability. 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 any UK broadband provider who enter into a 18-month minimum term contract for a 100 / 300 / 500 or 900Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area 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/universalconditions-web-version-v17-061119.pdf> Set-up fee of £24.99 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 £200 KCOM account credit capped at the amount you are charged for broadband and line rental (this excludes outstanding / over-usage charges and call charges) and is dependent on the package you select as set out above. To claim this offer, you must have paid those early termination fees in full and send us proof of your early termination fee 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 2: Waiting Credit – Up to £100 towards the cost of waiting for KCOM’s full fibre broadband in KCOM’s New Fibre Build Areas.**

Offer Period: 00:01 19 May 2021 – 23:59 29 July 2021

Eligibility: For new Lightstream customers who pre-register for KCOM services as part of our New Fibre Build – available when taking any Lightstream package in Bridlington, Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM’s New Fibre Build Area”). Subject to network availability. 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 any UK broadband provider and who pre-register for, and subsequently purchase, any Unlimited Lightstream Package. 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/universalconditions-web-version-v17-061119.pdf>. Set-up fee of £24.99 applies. You can claim up to £100 towards the cost of waiting for KCOM’s full fibre broadband when you pre-register for, and subsequently purchase, any Unlimited Lightstream Package in our New Fibre Build Areas. The cost of waiting is the difference between your in contract and out of contract price, if your contract with an existing provider ends between pre-registration and availability of Lightstream services. To claim this offer, you must have paid the out of contract price with your previous provider and send proof of 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 out of contract price. 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: Discounted monthly rental price for 6 months on the following KCOM Lightstream Unlimited packages:

- 100Mbps Unlimited £24.99 per month for 6 months (standard price £39.99 per month)
- 300Mbps Unlimited £24.99 per month for 6 months (standard price £49.99 per month)
- 500Mbps Unlimited £24.99 per month for 6 months (standard price £59.99 per month)
- 900Mbps Unlimited £24.99 per month for 6 months (standard price £69.99 per month)

Offer Period: 19 May 2021 to 31 July 2021



Eligibility: For new Lightstream customers who purchase KCOM's 100Mbps, 300Mbps, 500Mbps or 900Mbps Unlimited Lightstream packages in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability. Terms and conditions: This offer can only be used in conjunction with Offer 1 (Contract Buy Out) or Offer 2 (Waiting Credit) provided that the eligibility criteria and terms and conditions for these offers are met.

This Offer is available to residential customers who do not already receive KCOM Lightstream services who purchase KCOM's 100Mbps, 300Mbps, 500Mbps or 900Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area during the Offer Period. All orders are subject to an 18-month minimum term and a £24.99 connection fee. You will be charged a monthly rental charge of £24.99 per month for the first 6 months, standard price per month thereafter. You can change your package at any time during your contract period and this does not affect the minimum contract period. If you downgrade your package e.g. moving from 900Mbps to 50Mbps, 100Mbps, 300Mbps or 500Mbps a downgrade fee of £10 will apply. Changing to a higher package is possible at any time e.g. moving from 100Mbps to 300Mbps or 300Mbps to 900Mbps with no upgrade fee. Prices subject to CPI plus 3.9% increase each March starting 2022. Speeds quoted are average download speeds. 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-residentialjan-2020.pdf>. Offer applies to orders placed instore, 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.

Offer 1: Contract buy-out if you're with any UK broadband provider: Up to £200 credit on your KCOM bill depending on package selected

- 75Mbps Unlimited package up to £50
- 200Mbps Unlimited package up to £100
- 400Mbps Unlimited package up to £150
- 900Mbps Unlimited package up to £200

Offer Period: 00:01 1 April 2021 – 23:59 30 June 2021

Eligibility: For new Lightstream customers – available when taking 75 / 200 / 400 or 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

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 any UK broadband provider who enter into a 18-month minimum term contract for a 75 / 200 / 400 or 900Mbps Unlimited Lightstream package in



KCOM's New Fibre Build Area 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/universalconditions-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 £200 KCOM account credit capped at the amount you are charged for broadband and line rental (this excludes outstanding / over-usage charges and call charges) and is dependent on the package you select as set out above. 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 2: Waiting Credit – Up to £100 towards the cost of waiting for KCOM's full fibre broadband in KCOM's New Fibre Build Areas.

Offer Period: 00:01 1 April 2021 – 23:59 30 June 2021

Eligibility: For new Lightstream customers who pre-register for KCOM services as part of our New Fibre Build – available when taking any Lightstream package in Bridlington, Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability. 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 any UK broadband provider and who pre-register for, and subsequently purchase, any Unlimited Lightstream Package. 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/universalconditions-web-version-v17-061119.pdf>. Set-up fee of £25 applies. You can claim up to £100 towards the cost of waiting for KCOM's full fibre broadband when you pre-register for, and subsequently purchase, any Unlimited Lightstream Package in our New Fibre Build Areas. The cost of waiting is the difference between your in contract and out of contract price, if your contract with an existing provider ends between pre-registration and availability of Lightstream services. To claim this offer, you must have paid the out of contract price with your previous provider and send proof of 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 out of contract price. 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: Discounted monthly rental price for 6 months on the following KCOM Lightstream Unlimited packages:

- 75Mbps Unlimited £25 per month for 6 months (standard price £42 per month)
- 200Mbps Unlimited £25 per month for 6 months (standard price £46 per month)
- 400Mbps Unlimited £25 per month for 6 months (standard price £50 per month)
- 900Mbps Unlimited £25 per month for 6 months (standard price £79 per month)

Offer Period: 1 April 2021 to 30 June 2021

Eligibility: For new Lightstream customers who purchase KCOM's 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream packages in Driffeld, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

Terms and conditions:

This offer can only be used in conjunction with Offer 1 (Contract Buy Out) or Offer 2 (Waiting Credit) provided that the eligibility criteria and terms and conditions for these offers are met.

This Offer is available to residential customers who do not already receive KCOM Lightstream services who purchase KCOM's 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area during the Offer Period.

All orders are subject to an 18-month minimum term and a £25 connection fee.

You will be charged a monthly rental charge of £25 per month for the first 6 months, standard price per month thereafter.

You can change your package at any time during your contract period and this does not affect the minimum contract period. If you downgrade your package e.g. moving from 900Mbps to 30Mbps, 75Mbps, 200Mbps or 400Mbps a downgrade fee of £10 will apply. Changing to a higher package is possible at any time e.g. moving from 75Mbps to 200Mbps or 200Mbps to 900Mbps with no upgrade fee.

Prices subject to CPI plus 3.9% increase each March starting 2022. Speeds quoted are average download speeds. 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 instore, 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.



Offer 1: Contract buy-out if you're with any UK broadband provider: Up to £200 credit on your KCOM bill depending on package selected

- 75Mbps Unlimited package up to £50
- 200Mbps Unlimited package up to £100
- 400Mbps Unlimited package up to £150
- 900Mbps Unlimited package up to £200

Offer Period: 00:01 1 February 2021 – 23:59 31 March 2021

Eligibility: For new Lightstream customers – available when taking 75 / 200 / 400 or 900Mbps Unlimited Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

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 any UK broadband provider who enter into a 12-month minimum term contract for a 75 / 200 / 400 or 900Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area 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/universalconditions-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 £200 KCOM account credit capped at the amount you are charged for broadband and line rental (this excludes outstanding / over-usage charges and call charges) and is dependent on the package you select as set out above. 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 2: Waiting Credit – Up to £100 towards the cost of waiting for KCOM’s full fibre broadband in KCOM’s New Fibre Build Areas.

Offer Period: 00:01 1 March 2021 – 23:59 31 March 2021

Eligibility: For new Lightstream customers who pre-register for KCOM services as part of our New Fibre Build – available when taking any Lightstream package in Bridlington, Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM’s New Fibre Build Area”). Subject to network availability. 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 any UK broadband provider and who pre-register for, and subsequently purchase, any Unlimited Lightstream Package. 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/universalconditions-web-version-v17-061119.pdf>. Set-up fee of £25 applies. You can claim up to £100 towards the cost of waiting for KCOM’s full fibre broadband when you pre-register for, and subsequently purchase, any Unlimited Lightstream Package in our New Fibre Build Areas. The cost of waiting is the difference between your in contract and out of contract price, if your contract with an existing provider ends between pre-registration and availability of Lightstream services. To claim this offer, you must have paid the out of contract price with your previous provider and send proof of 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 out of contract price. Examples of how we calculate the Waiting Credit can be found at [link to Waiting Credit page]. 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: £33 per month for 12 months for KCOM's 75Mbps Unlimited Lightstream package (standard price £42 per month)

Offer Period: 1 February 2021 to 31 March 2021 inclusive

Eligibility: For new Lightstream customers who purchase KCOM's 75Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Withernsea, Hornsea or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

Terms and conditions: This offer can only be used in conjunction with Offer 1 provided that the eligibility criteria and terms and conditions for Offer 1 are met. This Offer is available to residential customers who do not already receive KCOM Lightstream services who purchase KCOM's 75Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area during the Offer Period. All orders are subject to a 12-month minimum term and a £25 connection fee. You will be charged a monthly rental charge of £33 per month for 12 months, £42 a month thereafter. Prices may increase during your contract term. 75Mbps average download speed. 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 instore, 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.



Offer 4: Friends and Family discount: Discounted monthly rental price for 24 months on the following KCOM Lightstream Unlimited packages:

30Mbps package £30 per month (standard price £40 per month);
75Mbps package £31 per month (standard price £42 per month);
200Mbps package £34 per month (standard price £46 per month);
400Mbps package £37 per month (standard price £50 per month);
900Mbps package £59 per month (standard price £79 per month);

Offer Period: 15 January to 31 March 2021 Inclusive

Eligibility: For new Lightstream customers who purchase KCOM's 30Mbps, 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer is not for a reduced monthly rental price. This Offer is available to residential customers who do not already receive KCOM Lightstream services who purchase KCOM's 30Mbps, 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area during the Offer Period provided that the customer is referred to KCOM by a KCOM employee as part of KCOM's Friends and Families scheme and the customer completes the prescribed registration process. All orders are subject to a 12-month minimum term and a £25 connection fee. You will be charged a monthly rental charge as set out above. Prices may increase during your contract term. Speeds quoted are average download speeds. 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.



Offer 5: Discounted monthly rental price of £37 per month for 12 months for KCOM's 400Mbps Unlimited Lightstream package (standard price £50 per month)

Offer Period: 24 February 2021 to 31 March 2021 inclusive

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase KCOM's 400Mbps Unlimited Lightstream package in Bridlington, Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole, Hornsea, Withernsea or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability. Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer does not prohibit this. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive KCOM Lightstream services and purchase KCOM's 400Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term and a £25 connection fee. You will be charged a monthly rental charge of £37 per month for 12 months, £50 a month thereafter. Prices may increase during your contract term. 400Mbps average download speed. 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.

Discounted monthly rental price of £37 per month for 12 months for KCOM's 400Mbps Unlimited Lightstream package (standard price £50 per month)

Offer Period: 16 November 2020 to 31 December 2020

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase KCOM's 400Mbps Unlimited Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer does not prohibit this.. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive KCOM Lightstream services and purchase KCOM's 400Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term and a £25 connection fee. You will be charged a monthly rental charge of £37 per month for 12 months, £50 a month thereafter. Prices may increase during your contract term. 400Mbps average



download speed. 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.

Discounted monthly rental price of £59 per month for 12 months for KCOM's 900Mbps Unlimited Lightstream package (standard price £79 per month)

Offer Period: 16 November 2020 to 31 December 2020

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase KCOM's 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer does not prohibit this. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive KCOM Lightstream services and purchase KCOM's 900Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term and a £25 connection fee. You will be charged a monthly rental charge of £59 per month for 12 months, £79 a month thereafter. Prices may increase during your contract term. 900Mbps average download speed. 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.



Discounted monthly rental price of £37 per month for 12 months when upgrading to KCOM's 400Mbps Unlimited Lightstream package (standard price £50 per month)

Offer Period: 16 November 2020 to 31 December 2020

Eligibility: For Lightstream customers who upgrade to KCOM's 400Mbps Unlimited Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer cannot be used in conjunction with any other offer. This Offer is available to residential customers in KCOM's New Fibre Build Area who already receive a KCOM Lightstream service and upgrade to KCOM's 400Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a new 12-month minimum contract term which shall commence on the date of your upgrade. You will be charged a monthly rental charge of £37 per month for 12 months, £50 a month thereafter. Prices may increase during your contract term. 400Mbps average download speed. Offer is subject to status, 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.

Christmas Sale– New Fibre Build Area: Discounted monthly rental price of £34 per month for 12 months for KCOM's 200Mbps Unlimited package (standard price £46 per month)

Offer Period: 22 December 2020 to 31 December 2020 inclusive

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 200Mbps Unlimited Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer does not prohibit this. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive a KCOM Lightstream service and purchase a KCOM 200Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge of £34 per month for 12 months, £46 a month thereafter. Prices may increase during your contract term. 200Mbps average download speed. 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.

Discounted monthly rental price of £59 per month for 12 months when upgrading to KCOM's 900Mbps Unlimited Lightstream package (standard price £79 per month)

Offer Period: 16 November 2020 to 31 December 2020

Eligibility: For new Lightstream customers who upgrade to KCOM's 900Mbps Unlimited Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer cannot be used in conjunction with another offer. This Offer is available to residential customers in KCOM's New Fibre Build Area who already receive a KCOM Lightstream service and upgrade to KCOM's 900Mbps Unlimited Lightstream during the Offer Period. All orders are subject to a new 12-month minimum contract term which shall commence on the date of your upgrade. You will be charged a monthly rental charge of £59 per month for 12 months, £79 a month thereafter. Prices may increase during your contract term. 900Mbps average download speed. Offer is subject to status, 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.



£25 rental price per month for 12 months on our 30Mbs Unlimited package

Offer Period: 13th May 2020 to 14th September

Eligibility: For new Lightstream customers in KCOM Fibre Areas

Terms and conditions:

Full Fibre Expansion Areas: 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

Terms and conditions: This Offer is available to new residential customers in KCOM Fibre Network Expansion Area only who enter into a 12 month minimum term contract for a KCOM Lightstream service for the 30Mbs unlimited package between 13 May and 12 August 2020. This offer is not available if you already receive KCOM Lightstream services. Payment method by Direct Debit and paper-free billing required. You will pay £25 a month for 12 consecutive months from your service start date, KCOM's standard, published, contract charges will apply thereafter. 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>. No connection fees shall be payable in respect of orders placed on or prior to 4 July 2020, our standard connection fee of £25 shall apply thereafter. 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 and Goole.

Original Licenced Areas:

Terms and conditions: This Offer is available to new residential customers who enter into a 12 month minimum term contract for a KCOM Lightstream service for the 30Mbs unlimited package between 13 May and 12 August 2020. This offer is not available if you already receive KCOM Lightstream services. Payment method by Direct Debit and paper-free billing required. You will pay £25 a month for 12 consecutive months from your service start date, KCOM's standard, published, contract charges will apply thereafter. 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>. All orders are subject to a connection fee of £25. 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



Offer : Contract buy-out if you're with any UK broadband provider: Up to £100 credit on your KCOM bill

Offer valid: 6th January 2020 to 4th December 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 any UK broadband provider 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.

£29 per month for 12 months for KCOM's 75Mbps Unlimited Lightstream package (standard price £42 per month)

Offer Period: 20th July 2020 to 4th December 2020

Eligibility: For new Lightstream customers who purchase KCOM's 75Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer states that it too can be used in conjunction with another offer. This Offer is available to residential customers who do not already receive KCOM Lightstream services who purchase KCOM's 75Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area during the Offer Period. All orders are subject to a 12-month minimum term and a £25 connection fee. You will be charged a monthly rental charge of £29 per month for 12 months, £42 a month thereafter. Prices may increase during your



contract term. 75Mbps average download speed. 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.

Discounted monthly rental price of £32 per month for 12 months for KCOM's 200Mbps Unlimited Lightstream package (standard price £46 per month)

Offer Period: 20th July 2020 to 4th December 2020

Eligibility: For new Lightstream customers who purchase KCOM's 200Mbps Unlimited Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer states that it too can be used in conjunction with another offer. This Offer is available to residential customers who do not already receive KCOM Lightstream services who purchase KCOM's 200Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area during the Offer Period. All orders are subject to a 12-month minimum term and a £25 connection fee. You will be charged a monthly rental charge of £32 per month for 12 months, £46 a month thereafter. Prices may increase during your contract term. 200Mbps average download speed. 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.

**Friends and Family discount:**

Discounted monthly rental price for 24 months on the following KCOM Lightstream Unlimited packages:

- 30Mbps package £30 per month (standard price £40 per month);
- 75Mbps package £31 per month (standard price £42 per month);
- 200Mbps package £34 per month (standard price £46 per month);
- 400Mbps package £37 per month (standard price £50 per month);
- 900Mbps package £59 per month (standard price £79 per month);

Offer Period: 12th August to 4th December

Eligibility: For new Lightstream customers who purchase KCOM's 30Mbps, 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer is not for a reduced monthly rental price. This Offer is available to residential customers who do not already receive KCOM Lightstream services who purchase KCOM's 30Mbps, 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package in KCOM's New Fibre Build Area during the Offer Period provided that the customer is referred to KCOM by a KCOM employee as part of KCOM's Friends and Families scheme and the customer completes the prescribed registration process. All orders are subject to a 12-month minimum term and a £25 connection fee. You will be charged a monthly rental charge as set out above. Prices may increase during your contract term. Speeds quoted are average download speeds. 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.



Lightstream Giveaway 12M free 200Mbps Goole pre-reg competition

1. The Promoter

The promoter is KCOM Group Limited of 37 Carr Lane, Hull, HU1 3RE (“KCOM” and all references to “We” “Us” and “Our”).

2. How to enter

- 2.1 This competition is open to any person who resides in Goole and registers their interest in KCOM lightstream services at www.kcom.com/preregister between 00:01 on 12 August 2020 and 23:59 on 16th October 2020.
- 2.2 When you register your interest for KCOM lightstream services, you will automatically be entered into the competition by Us unless you expressly indicate otherwise.
- 2.3 The competition will run from 00:01 on 12 August 2020 to 23:59 on 16 October 2020 inclusive (the “Competition Period”).

3. The competition

- 3.1 The title of the competition is LIGHTSTREAM GIVEAWAY.
- 3.2 KCOM will give away 12 months’ unlimited 200Mbps broadband (the “Free Period”) to one individual during the Competition Period.
- 3.3 Prize information contained in the promotional material for this competition also forms part of these terms and conditions.

4. Eligibility

- 4.1 The competition is only open to all residents in the UK aged 16 and above, except:
 - (a) employees of KCOM or its holding or subsidiary companies; and
 - (b) employees of agents or suppliers of the Promoter or its holding or subsidiary companies, who are professionally connected with the competition or its administration; or
- 4.2 In entering the competition, you confirm that you are eligible to do so and eligible to claim the prize. KCOM may require you to provide proof that you are eligible to enter the competition.
- 4.3 There is a limit of one entry to the competition per household.

5. The prize

- 5.1 The prize is 12 months’ free 200Mbps unlimited Lightstream broadband (subject to status and network availability).
- 5.2 You will remain bound by KCOM’s terms and conditions for residential customers, including Our acceptable usage policy.
- 5.3 There is no cash alternative for the prize.
- 5.4 At the end of the Free Period, the service will become chargeable for the remainder of the contract.



- 5.5 Although you will not be charged for their broadband service for the Free Period, for the avoidance of doubt, you will be liable to pay any further charges not set out in this clause 5 which shall include, but shall not be limited to, any call charges (including international call charges) and any charges associated with additional call features that you purchase.
- 6. Winner announcement**
- 6.1 The winner will be drawn at random by Sean Royce, Managing Director KCOM retail.
- 6.2 The winner will be notified by post, email or telephone at Our discretion by no later than 31 October 2020 (the “Announcement Date”).
- 6.3 The Free Period begins on the day that the winner’s services go-live (the “Service Start Date”) and will expire 12 months following the Service Start Date.
- 6.4 The name of the winner may be obtained by sending a written request and a stamped addressed envelope to KCOM at the address specified in clause 1.
- 7. Claiming the prize**
- 7.1 The prize may not be claimed by a third party on your behalf.
- 7.2 KCOM will make all reasonable efforts to contact the winner. If the winner cannot be contacted or is not available within 30 days of the Announcement Date, KCOM reserves the right to offer the prize to another eligible entrant.
- 7.3 KCOM does not accept any responsibility if you are not able to take up the prize for whatever reason.
- 8. Data protection and publicity**
- 8.1 KCOM will only process your personal information as set out in KCOM’s Privacy Notice which is available to view on Our websites.
- 8.2 By entering this competition, the winner agrees that KCOM may contact them regarding the competition and use their comments in any publicity, promotional activity and/or case study. The winner may remain anonymous should they wish.
- 9. General**
- 9.1 If there is any reason to believe that there has been a breach of these terms and conditions, KCOM may, at its sole discretion, reserve the right to exclude you from participating in the competition.
- 9.2 KCOM reserves the right to hold void, suspend, cancel, or amend the prize competition where it becomes necessary to do so.
- 9.3 These terms and conditions shall be governed by English law, and the parties submit to the non-exclusive jurisdiction of the courts of England.



Cyber Monday Offer – New Fibre Build Area: First month free and no connection fee on the following KCOM Lightstream Unlimited packages:

- 75Mbps package £29 per month (standard price £42 per month);
- 200Mbps package £32 per month (standard price £46 per month);
- 400Mbps package £37 per month (standard price £50 per month);
- 900Mbps package £59 per month (standard price £79 per month);

Offer Period: 23 November 2020 to 4 December 2020

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer is not for a reduced monthly rental price. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge as set out above. Prices may increase during your contract term. Speeds quoted are average download speeds. 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.



Cyber Monday Offer (Available in postcodes HU1 to HU17 inclusive): First month free and no connection fee on KCOM's 75Mbps, 200Mbps, 400Mbps and 900Mbps Lightstream Unlimited packages.

Offer Period: 23 November 2020 to 4 December 2020

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package. Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer is not for a reduced monthly rental price. This Offer is available to residential customers in postcodes HU1 to HU17 inclusive who do not already receive KCOM Lightstream services who purchase a KCOM 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge as set out in our price manual. Prices may increase during your contract term. Speeds quoted are average download speeds. 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.

Offer 1: Contract buy-out if you're with any UK broadband provider: Up to £100 credit on your KCOM bill

Offer Period: 4th December 2020 to 31st January 2021

Eligibility: For new Lightstream customers – available when taking any Lightstream package in Driffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's New Fibre Build Area"). Subject to network availability.

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 any UK broadband provider who enter into a 12-month minimum term contract for a Lightstream package in KCOM's New Fibre Build Area 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/universalconditions-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 2: Discounted monthly rental price of £37 per month for 12 months for KCOM's 400Mbps Unlimited package (standard price £50 per month)

Offer Period: 8 January 2021 to 29 January 2021 inclusive

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 400Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer does not prohibit this. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive a KCOM Lightstream service and purchase a KCOM 400Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge of £37 per month for 12 months, £50 a month thereafter. Prices may increase during your contract term. 400Mbps average download speed. 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.



Offer 3: Discounted monthly rental price of £59 per month for 12 months for KCOM's 900Mbps Unlimited package (standard price £79 per month)

Offer Period: 8 January 2021 to 29 January 2021 inclusive

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer provided that such other offer does not prohibit this. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive a KCOM Lightstream service and purchase a KCOM 900Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge of £59 per month for 12 months, £79 a month thereafter. Prices may increase during your contract term. 900Mbps average download speed. 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.

Offer 4: One Month Free & Free Connection – New Fibre Build Area: First month free and no connection fee on the following KCOM Lightstream Unlimited packages:

- 75Mbps package standard price £42 per month
- 200Mbps package standard price £46 per month
- 400Mbps package standard price £50 per month
- 900Mbps package standard price £79 per month

Offer Period: 11 December 2020 to 29 January 2021 inclusive

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package in Drifffield, Nafferton, Market Weighton, Pocklington, Howden, Goole or such other areas as communicated by KCOM from time to time (KCOM's "New Fibre Build Area"). Subject to network availability.



Terms and conditions: This Offer may be used in conjunction with another offer including offers with a reduced monthly rental price. This Offer is available to residential customers in KCOM's New Fibre Build Area who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge as set out above. Prices may increase during your contract term. Speeds quoted are average download speeds. 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.

Offer 6: January Sale: First month free and no connection fee on 200Mbps Lightstream Unlimited. Discounted monthly rental price of £34 per month for 12 months for KCOM's 200Mbps Unlimited package (standard price £46 per month)

Offer Period: 18 January 2021 to 29 January 2021 inclusive

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 200Mbps Unlimited Lightstream package. Subject to network availability.

Terms and conditions: This offer can only be used in conjunction with Offer 1 provided that the eligibility criteria and terms and conditions for Offer 1 are met. This Offer is available to residential customers who do not already receive a KCOM Lightstream service and purchase a KCOM 200Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge of £34 per month for 12 months, £46 a month thereafter. Prices may increase during your contract term. 200Mbps average download speed. 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.



Offer 7: January Sale: One Month Free & Free Connection: First month free and no connection fee on the following KCOM Lightstream Unlimited packages:

- 75Mbps package standard price £42 per month
- 200Mbps package standard price £46 per month
- 400Mbps package standard price £50 per month
- 900Mbps package standard price £79 per month

Offer Period: 18 January 2021 to 29 January 2021 inclusive

Eligibility: For customers who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package. Subject to network availability.

Terms and conditions: This Offer may be used in conjunction with another offer including offers with a reduced monthly rental price. This Offer is available to residential customers who do not already receive a KCOM Lightstream service and purchase a KCOM 75Mbps, 200Mbps, 400Mbps or 900Mbps Unlimited Lightstream package during the Offer Period. All orders are subject to a 12-month minimum term. You will be charged a monthly rental charge as set out above. Prices may increase during your contract term. Speeds quoted are average download speeds. 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.