

Broadband Bundles

1. Introduction & summary

The KCOM Broadband service brings together your phone and standard broadband, in one convenient bundle, on a single bill. This document shows details of broadband bundle services.

2. Service description

Based on ADSL technology, KCOM Broadband provides internet access with connection speeds that vary, depending on your line length from the telephone exchange.

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 18 months for KCOM Broadband bundles. Flexible contract options are available for an additional charge, and Early Termination Fees apply. Please see Service Options and Additional Charges sections of this document.

5. Connection charges

Home		Home Plus		Home Xtra		Home XL	
Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
£25.00	£30.00	£25.00	£30.00	£25.00	£30.00	£25.00	£30.00

Connection charges are a one-off charge at the commencement of your contract.

6. Installation options

	Service Detail	Ex VAT	Inc. VAT
Standard Hardware	Next day courier delivery of ADSL	£5.41	£6.49

7. Rental charges

		Home		Home Plus		Home Xtra		Home XL	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Cash / Cheque	Paper bill	£28.74	£34.49	£32.91	£39.49	£36.24	£43.49	£40.41	£48.49
	Online bill	£27.49	£32.99	£31.66	£37.99	£34.99	£41.99	£39.16	£46.99
Direct Debit	Paper bill	£27.91	£33.49	£32.08	£38.49	£35.41	£42.49	£39.58	£47.49
	Online bill	£26.66	£31.99	£30.83	£36.99	£34.16	£40.99	£38.33	£45.99

Rental charges apply per calendar month.

8. Service detail

	Home	Home Plus	Home Xtra	Home XL
Calls				
Free Local Calls	Yes (At All Times)			
Free UK Calls	Yes (Evening and Weekends)		Yes (At all times)	
Free 084/087 Calls				
Free 197 Calls (Local Directory Enquiries)				
Free 118 288 Calls (UK Directory Enquiries)	No			
Free calls to UK Mobiles	120 minutes (Weekends)		180 minutes (Evenings and Weekends)	
Value Added Services				
Free Reject Withheld Numbers	No		Yes	
Free Caller Display	Yes			
Broadband				
Monthly Data Allowance	35GB	100GB	350GB	750GB
Download Speed	Check your available speeds here			
Upload Speed	Check your available speeds here			
Other Features				
Mailboxes	5 POP3 mailboxes per account			
Mailbox Size	250 MB			
Webspace	50MB			
Email Anti-Virus / Anti-Spam	Yes			
IP Address	1 dynamic IP address			
Free Technical Support	Yes			

9. Call charges

Home	Home Plus	Home Xtra	Home XL
Bundle includes Local, Evening & Weekend calls package		Bundle includes Anytime calls package	
See full call details here		See full call details here	

10. Service options

	Service Detail	Ex VAT	Inc. VAT
Flexible Contract Options (one-off charge)	12 Month Contract	£10.00	£12.00
	6 Month Contract	£20.00	£24.00
	3 Month Contract	£30.00	£36.00

11. Equipment charges

	Service Detail	Ex VAT	Inc. VAT
Broadband Router	Standard ADSL Broadband router Model: ZyXEL VMG 3925	£82.50	£99.00

12. Other charges

	Service Detail	Ex VAT	Inc. VAT
Usage outside Data Allowance	Charge per GB outside data allowance	£1.67	£2.00
Downgrade Fee	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£25.00	£30.00

13. Early termination fees

Home	Home Plus	Home Xtra	Home XL
£15.00	£17.00	£19.00	£22.00

These charges will apply for each month remaining on the contract and do not attract VAT.