

KCOM Wi-Fi Healthcheck

1. Introduction & summary

KCOM Wi-Fi Healthcheck is designed to help customers get the best possible experience in their home from their broadband connection and any other services provided by KCOM.

There are a number of different factors that can have an effect on in-home connectivity and in particular on customers' wireless broadband experience. By conducting a survey of a customer's home, our KCOM engineers can gain and provide customers with an understanding of what may be having an adverse effect on their in-home broadband experience and make sure their broadband connectivity can be optimised according to their particular needs.

2. Proposition details (key features / what to expect / included & not included)

Service	Price Inc. VAT
Wi-Fi Healthcheck (1hour)	£39

Maximum time on site = 1 hour

10% discount on any equipment purchased during visit (link to PC Support Services PIF for standard pricing)

During that time the engineer **will**...

- Conduct a Wi-Fi survey using specialist equipment to detect and let customers know of any factors that may be having an adverse effect on their in-home broadband speeds and connectivity.
- Provide advice as to how the customer can optimise their in-home experience.
- Ask the customer to confirm their recommendations and their satisfaction with the information they've provided and/or any work they've carried out.

During that time the engineer **may** (at their discretion / time allowing) make recommendations as to router location / additional equipment / set-up devices)

With the exception of possibly recommending the move of an NTE/ONT (and router), the engineer **won't** get involved in reworking any internal wiring.

Once the engineer has left, the customer is responsible for their in-home set-up and Wi-Fi performance, excepting those circumstances where poor Wi-Fi performance is diagnosed as the fault of the KCOM provided router.

If home access is not possible due to a missed appointment by the customer, then KCOM reserve the right to make a charge equivalent to the standard engineer missed appointment fee / the cost of the £39.

If there is a fault with a customer's broadband service that is due to a defect in any equipment or wiring that has not been provided by KCOM this will not be covered as part of this service.