

Connect Broadband Fibre Residential Bundles

Introduction & summary

The Services are Our 'white label' reseller product that We make available to Communications Providers (CPs) pursuant to this Agreement. The Connect Broadband Fibre Residential bundles brings together your phone and superfast broadband or Ultrafast broadband services with inclusive calls, in one convenient bundle. This document shows details of these bundle services.

Service description

Based on fibre optic technology, these services provide superfast internet access with a more reliable connection and faster speeds than standard broadband. There are two types of fibre services that we use:

- **Fibre to the Home (FTTH):** This carries the fibre all the way into your home and speeds are not affected by distance from the network; and
- **Fibre to the Cabinet (FTTC):** Sometimes called 'VDSL' this is where fibre is connected to the nearest distribution 'cabinet' and from there to your home, using a copper line. As such the speed is affected by distance from the network, and is quoted in a similar way to standard broadband as an 'up to' speed. This technology is able to support up to 75 Mbps.

Based on fibre optic technology, the Ultrafast internet access services can only be provided using Fibre to the Home (FTTH) technology. This carries the fibre all the way into your home. Wherever possible we use Fibre to the Home (FTTH) technology, to enable customers to enjoy the best possible connection speeds.

Contract term

The standard contract length is 18 months for these Connect Broadband Fibre Residential services.

Connection charges

Superfast Services

	Connect Fibre Res Starter	Connect Fibre Res Home	Connect Fibre Res Home Plus	Connect Fibre Res Home Xtra	Connect Fibre Res Home XL	Connect Fibre Res Home XL Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Connection	£35.42	£35.42	£35.42	£35.42	£35.42	£35.42
Migration from existing Lightstream Retail service	£12.00	£12.00	£12.00	£12.00	£12.00	£12.00

Ultrafast Services

	Connect Fibre Res Ultrafast Xtra	Connect Fibre Res Ultrafast XL	Connect Fibre Res Ultrafast XL Unlimited
	Ex VAT	Ex VAT	Ex VAT
Connection	£35.42	£35.42	£35.42
Migration from existing Lightstream Retail service	£12.00	£12.00	£12.00

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

Installation options

<i>Fibre broadband</i>	Service detail	Ex. VAT
Standard installation	Router/ONT connected within 50M of fibre entry point	Included in connection charge
Premium installation	Router/ONT connected within 100M of Fibre entry point	£70.83

Rental charges

Superfast Services

Rental charges per calendar month.	Connect Fibre Res Starter	Connect Fibre Res Home	Connect Fibre Res Home Plus	Connect Fibre Res Home Xtra	Connect Fibre Res Home XL	Connect Fibre Res Home XL Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Direct Debit	£22.66	£26.20	£29.04	£32.58	£36.12	£42.49
Termination Payment*	£11.14	£14.68	£17.52	£21.06	£24.60	£30.97

Ultrafast Services

Rental charges per calendar month.	Connect Fibre Res Ultrafast Xtra	Connect Fibre Res Ultrafast XL	Connect Fibre Res Ultrafast XL Unlimited
	Ex VAT	Ex VAT	Ex VAT
Direct Debit	£35.41	£38.96	£46.04

Termination Payment*	£23.89	£27.44	£34.52
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* In the event of early termination, these charges will apply for each month remaining on the contract.

Service detail

Superfast Services

	Connect Fibre Res Starter	Connect Fibre Res Home	Connect Fibre Res Home Plus	Connect Fibre Res Home Xtra	Connect Fibre Res Home XL	Connect Fibre Res Home XL Unlimited
Calls						
Free Local Calls	Yes (At All Times)					
Free UK Calls	Yes (At all times)	Yes (Evening and Weekends)		Yes (At all times)		
Free 084/087 Calls		No				
Free 197 Calls (Local Directory Enquiries)						
Free 118 288 Calls (UK Directory Enquiries)						
Free calls to UK Mobiles	180 minutes (Evenings and Weekends)	120 minutes (Weekends)		180 minutes (Evenings and Weekends)		

Value Added Services						
Free Reject Withheld Numbers	Yes	No			Yes	
Free Caller Display	Yes					
Broadband						
Monthly Data Allowance	35GB	70GB	200GB	700GB	1500GB	Unlimited
Download Speed (FTTH)	50 Mbps	50 Mbps	50Mbps	75Mbps	100Mbps	100 Mbps
Upload Speed (FTTH)	10 Mbps	5 Mbps	5 Mbps	5 Mbps	5 Mbps	10 Mbps
Download Speed (FTTC)	Up to 50 Mbps	Up to 50 Mbps	Up to 50 Mbps	Up to 75 Mbps	Up to 75 Mbps	Up to 75 Mbps
Upload Speed (FTTC)	Up to 10 Mbps	Up to 5 Mbps	Up to 5 Mbps	Up to 5 Mbps	Up to 5 Mbps	Up to 10 Mbps
Other Features						
Mailboxes	5 POP3 mailboxes per account					
Mailbox Size	250 MB					
Webspace	50MB					
Email Anti-Virus / Anti-Spam	Yes					
IP Addresses	1 static IP address					
Free Technical Support	Yes					

Ultrafast Services

	Connect Fibre Res Ultrafast Xtra	Connect Fibre Res Ultrafast XL	Connect Fibre Res Ultrafast XL Unlimited
Calls			
Free Local Calls	Yes (At all times)		
Free UK Calls			
Free 084/087 Calls			
Free 197 Calls (Local Directory Enquiries)			
Free 118 288 Calls (UK Directory Enquiries)			
Free calls to UK Mobiles	180 minutes (Evenings and Weekends)		
Free Reject Withheld Numbers	Yes		
Free Caller Display			
Broadband			
Download Speed (FTTH)	250 Mbps		
Download Committed Information Rate (CIR)	250 Mbps		

Download Excess Information Rate (EIR)	250 Mbps		
Upload Speed (FTTH)	30 Mbps		
Upload Committed Information Rate (CIR)	30 Mbps		
Upload Excess Information Rate (EIR)	30 Mbps		
Monthly Data Allowance	750 GB	1500 GB	Unlimited
Other Features			
Mailboxes	5 optional POP3 mailboxes per account		
Mailbox size	250 MB		
Email Anti-Virus / Anti-Spam	Yes		
IP Addresses	1 static IP address		
Free Technical Support	Yes		

Committed Information Rate (CIR): This is the minimum bandwidth under normal conditions, at any time the bandwidth should not fall below this.

Excess Information Rate (EIR): This is a burstable bandwidth that is sometimes available under normal conditions, above the CIR

Service options

	Service detail	Ex VAT
Flexible contract options (one-off charge)	12 Month Contract	£79.17
	6 Month Contract	£158.33

Other charges

Service detail	Ex. VAT
Replacement Router: Routers currently deployed include a Technicolor or ZyXEL router.	£80.00
Temporary Suspension / Resumption charge	£3.00
Cancellation charge – 2 or more working days after order placed	£6.00
Data Usage: Charge per GB or part thereof Outside Monthly Data Allowance	£0.83
Downgrade fee: Charge for downgrading your service During your contract term	£25.00
Reconnection fee: Charge following disconnection or suspension due to abuse (inc copyright infringement, viruses etc)	£25.00
Missed Appointment Charge	£100.00

Notes:

1. The charges are payable to KCOM by the Reseller.
2. The above prices are only available to Resellers that have signed the Reseller Agreement with KCOM
3. Connectivity to the KCOM network will not be provided at the above rates for orders received from organisations that have not signed the necessary Reseller Agreement.
4. The Connect Broadband Fibre Residential service is available in the Hull Area.

Calls

Connect Fibre Res Starter	Connect Fibre Res Home	Connect Fibre Res Home Plus	Connect Fibre Res Home Xtra	Connect Fibre Res Home XL	Connect Fibre Res Home XL Unlimited	Connect Fibre Res Ultrafast Xtra / XL / XL Unlimited
Includes Anytime calls plan	Bundle includes Local, Evening & Weekend calls plan		Bundle includes Anytime calls plan			
See full call details here	See full call details here		See full call details here			

Local, Evening & Weekend Calls Plan

Introduction

KCOM Local, Evening & Weekend is designed for those customers making a reasonable amount of national calls, calls to 084, 087 (subject to Fair Usage Policy) and 197 in the evening and at weekends and calls to mobile phones at the weekend.

Fair Usage Policy

Local and National calls bolt-ons

Packages that include unlimited Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) are subject to a Fair Usage Policy of 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM will charge the PAYG Call Plan rates for these calls until further notice.

0845 and 0870 inclusive calls

Packages that have 0845 and 0870 inclusive calls, have up to 60 minutes duration (excluding calls to identified dial-up internet access numbers) during applicable inclusive times. Redial before 60 minutes to avoid being charged. Fair Usage Policy: 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM will charge the PAYG Call Plan rates for these calls until further notice.

Plan features

- Calls to other local numbers (Charge band: K and A1) are included in the plan price.
- All evening and weekend national calls (calls to 01 & 02 numbers) are also included in the plan price (Charge bands A2 & B)
- Evening and weekend voice calls of up to 60 minutes duration to 084 and 087 numbers and are included in the plan price (Subject to Fair Usage Policy)
- Up to 30 evening and weekend calls per month to 197 are included in the plan price (pence per call charge applies thereafter, please refer to the call charge section for details)
- A monthly allowance of 120 FREE minutes to UK mobiles, to be used on a weekend. (MB01 - MB12)
- Caller Display is included for free. See [here](#) for more details of this service
- Message Minder is included for free. See [here](#) for more details of this service

Chargeable call information

Code	Type of Call / Destination	Pence Per Minute
		At All Times
		Ex VAT
K	Calls to KCOM network	0.00
K	ISDN data calls only	PAYG Call Plan

Code	Type of call / destination	Pence Per Call
		At All Times
		Ex VAT
L	Calls to 01482 385000	PAYG Call Plan

Code	Type of call / destination	Pence Per Minute		
		Daytime	Evening	Weekend
		Ex VAT	Ex VAT	Ex VAT
A1	Calls to adjacent area	0.00	0.00	0.00
A2	Regional up to 56km (35 miles)	PAYG Call Plan	0.00	0.00
B	National destinations	PAYG Call Plan	0.00	0.00

[Click here for details of geographic area codes](#)

Calls to UK Mobiles

- There will be an allowance of 120 non-chargeable weekend minutes to specific UK Mobile charge bands per month.
- Unused minutes cannot be carried forward.
- Calls to UK mobiles outside of the inclusive minutes will be charged at the PAYG Call Plan rates, 7 days a week (with the exception of UK calls made to KCOM Mobile numbers, which are free of charge)

International and Service Numbers

Calls to International destinations and Service Numbers will be charged at the KCOM retail plan rate.

Time periods for calls made from KCOM Local, Eve & Weekend are as per below unless otherwise stated.

Daytime (peak)	Monday to Friday, 7am-7pm
Evening (off peak)	Monday to Friday, 7pm-7am
Weekend	Saturday and Sunday, All Day

Anytime Calls Plan

Introduction

Anytime is designed for those customers whose majority of calls are to national, 084, 087 (Fair Usage applies) and 197 (at all times) and to mobile numbers at the weekend.

Fair Usage Policy

Local and National calls bolt-ons

Packages that include unlimited Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) are subject to a Fair Usage Policy of 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM will charge the PAYG Call Plan rates for these calls until further notice.

0845 and 0870 inclusive calls

Packages that have 0845 and 0870 inclusive calls, have up to 60 minutes duration (excluding calls to identified dial-up internet access numbers) during applicable inclusive times. Redial before 60 minutes to avoid being charged. Fair Usage Policy: 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM will charge the PAYG Call Plan rates for these calls until further notice.

Plan features

- Voice calls to local & national are included in the KCOM plan price (Charge bands: K, A1, A2 & B).
- All calls of up to 60 minutes duration to 084 and 087 numbers are included in the plan price (subject to fair usage policy)
- Up to 30 calls (at any time) per month to 197 are included in the plan price (pence per call charge applies thereafter, please refer to the call charge section for details)
- Up to 30 calls per month to 118288 national Directory Enquiries service are included in the plan price. After that standard KCOM pence per call charges apply.
- A monthly allowance of 180 FREE minutes to most mobile, to be used in the evening and at the weekend. (MB01 - MB12)
- Caller Display is included for free. See [here](#) for more details of this service

- Message Minder is included for free. See [here](#) for more details of this service
- Reject Withheld Numbers is included for free. See [here](#) for more details of this service

Chargeable call information

Code	Type of Call / Destination	Pence Per Minute
		At All Times
		Ex VAT
K	Calls to KCOM network	0.00
K	ISDN data calls only	PAYG Call Plan

Code	Type of call / destination	Pence Per Call
		At All Times
		Ex VAT
L	Calls to 01482 385000	PAYG Call Plan

Code	Type of call / destination	Pence Per Minute
		At All Times
		Ex VAT
A1	Calls to adjacent area	0.00
A2	Regional up to 56km (35 miles)	0.00
B	National destinations	0.00

Calls to UK Mobiles - (Bands MB01 - MB12)

- A monthly bundle of 180 FREE minutes to mobiles are included, to be used in the evening and at the weekend. (MB01 - MB12)
- Unused minutes cannot be carried forward.
- Calls to UK mobiles outside of the inclusive minutes will be charged at the PAYG Call Plan rates, 7 days a week (with the exception of UK calls made to KCOM Mobile numbers, which are free of charge)

International and Service Numbers

Calls to International destinations and Service Numbers will be charged at the KCOM retail plan rate.

PAYG Call Plan

In the event any inclusive calls have been used, standard call charges will apply on the following basis.

Chargeable call information

Code	Type of call / description	Pence per minute
		At All times
		Ex. VAT
K	Calls to KCOM network	3.54
K	ISDN data Calls only	3.54

Code	Type of call / destination	Pence per minute
		At All Times
		Ex. VAT
L	Calls to 01482 385000	9.21

Code	Type of call / destination	Pence Per Minute
		At All Times
		Ex. VAT
A1	Calls to Adjacent Area & Regional Calls	3.54
A2	Regional up to 56km (35 miles)	9.21
B	National Destinations	9.21

For all ISDN data calls to 'K' and calls to A2 and B, the following call calculation points apply:

- Total call charges are rounded to the next whole penny (excluding VAT)
- These calls are timed to the next whole minute
- The call set-up charge is 14p per call (excluding VAT), 16.8p per call (including VAT).

[Click here for details of geographic area codes.](#)

Calls to mobile destinations will be charged at the rates below, 7 days a week (with the exception of UK calls made to KCOM Mobile numbers, which are free of charge):

Code	Type of call / destination	Pence Per Minute
		At All Times
		Ex. VAT
MB01	Mobile Telephones	12.04
MB02	Mobile Telephones	21.25
MB03	Mobile Telephones	12.04
MB04	Mobile Telephones	12.04
MB05	Mobile Telephones	12.04
MB06	Mobile Telephones	12.04
MB07	Mobile Telephones	12.04
MB08	Mobile Telephones	12.04
MB09	Mobile Telephones	12.04

MB10	Mobile Telephones	12.04
MB11	Mobile Telephones	12.04
MB12	Mobile Telephones	12.04
MB13	Mobile Telephones	12.04
MB14	Mobile Telephones	12.04
MB15	Mobile Telephones	12.04
MB16	Mobile Telephones	12.04
MB17	Mobile Telephones	12.04

For call calculation purposes the following call calculation points apply:

- Total call charges are rounded to the next whole penny (excluding VAT)
- These calls are timed to the next whole minute
- The call set-up charge is 14p per call (excluding VAT).

International and Service Numbers

Calls to International destinations and Service Numbers will be charged at the KCOM retail plan rate.

Extra features

KCOM Line Rental includes the following features upon request. For further information, please refer to the individual Pricing Information Form for each Extra feature:

Charges	Ex. VAT
Caller Display	£0.85 per month
Message Minder	£0.85 per month
Reject withheld numbers	£0.83 per month
Call Barring	£2.08 per month
Call return	£0.00
Withhold CLI (withhold your number)	£0.00
Call diversion	£0.00
Call Waiting	£0.00
Conference call	£0.00
Three-way calling	£0.00
Ex Directory	£0.00
Ring back	21p per ring back
Your call	£10.20 per year