

Connect Special Offers

Connect Broadband Fibre Business Special Offers

Offer: Care Homes special offer within the Hull Area on the Connect Fibre Business 75Mbps & 400Mbps Unlimited Service only

Offer Period

Offer valid from: 15 June 2020

Offer valid until: 1 October 2020

This is a time limited Offer for the period we expect COVID-19 issues to persist. However, KCOM reserves the right to change the Offer Period in line with Government COVID-19 guidelines, at any time.

Table 1

Service	Connect Broadband Fibre Business	
	75 (UL)	400 (UL)
Standard Speed (Down / Up) Mbps	75Mbps / 20Mbps	400Mbps / 200Mbps
Offer Speed (Down / Up) Mbps	400Mbps / 200Mbps	750Mbps / 375Mbps
Standard Monthly Rental (Higher speed)	£38.25 ex. VAT	£55.25 ex. VAT
Offer Monthly Rental	£29.75 ex. VAT	£38.25 ex. VAT
Standard Connection	£42.50 ex. VAT	£42.50 ex. VAT
Offer Connection ¹	£0.00	£0.00
Same Day Fix 7 Days per Week SLA ^{2 3} Standard Monthly Rental	£42.50	£42.50
Same Day Fix 7 Days per Week SLA ^{2 3} Offer Monthly Rental	£0.00	£0.00

¹ The Connect Broadband Fibre Business service will be installed under the prioritised work for COVID-19. Where there are wayleave or other access issues our standard lead times do not apply. While we will prioritise provision of fibre services to care homes, third party access issues can take time to resolve and this may result in delays to service provision.

² Excluding network outages, telephony faults or faults that require ongoing monitoring.

³ Same day fix for faults reported before 12:00 (12 00 hrs).

Terms and Conditions:

- This Offer only applies to care homes, which are defined by the NHS as comprising two main types of care home: (i) residential homes; and (ii) nursing homes. As the NHS notes, some care homes offer both residential and nursing care places. Care homes may be run by private companies, voluntary or charity organisations, or sometimes by local councils. Further details can be found at: <https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/care-homes/>.
- This Offer is only available to those care homes which are included in the NHS' list of qualifying care homes.
- Where Your Customer is not currently receiving a Connect Broadband Fibre Business service, and wishes to benefit from this Offer, any Order placed will be subject to a new Initial Term of 12 months.
- Where Your Customer is not currently receiving a 75Mbps or 400Mbps qualifying Connect Broadband Fibre Business service and such Customer wishes to benefit from this Offer, You will be required to place a new Order and this Order will be subject to a new Initial Term of 12 months.
- Where Your Customer is currently receiving a 75Mbps or 400Mbps qualifying Connect Broadband Fibre Business service, and such Customer wishes to benefit from this Offer, any Order placed will not be subject to a new Initial Term of 12 months.
- The Connect Broadband Fibre Business service will revert back to the Standard Speed referenced in Table 1 above on 1 October 2020 or such other date as communicated by Us to You.
- No connection fee will be payable during the Offer Period.
- No Monthly Rental Charge shall be payable for Our Same Day Fix 7 Days per Week SLA during the Offer Period.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Services.
- Subject to fibre network availability.
- Not valid with any other KCOM offer.
- 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.

Connect Broadband Fibre Residential Packages Special Offers

Offer: Reduced monthly rental charge for 12 consecutive months from the Service Start Date on the Connect Broadband Fibre Residential ENTRY Unlimited Service only

Offer valid from: 13th May 2020

Offer extended until: 14th September 2020

Service	Connect Broadband Fibre Residential Package
	ENTRY Unlimited only
Standard Monthly Rental	£28.33 ex VAT
Offer - Discounted Monthly Rental (payable for twelve consecutive months from the Service Start Date)	£17.71 ex VAT

Terms:

- Offer applies to Orders for Connect Broadband Fibre Residential Entry Unlimited Services provided that the Order is for a new Customer (for the avoidance of doubt, the Offer does not apply to re-grades to the Connect Broadband Fibre Residential Entry Unlimited Service where Your Customer is an existing Customer).
- Any new Order placed will be subject to an Initial Term of 12 months.
- Discounted Monthly Rental payable for twelve consecutive months from the Service Start Date, KCOM's standard, published charges shall apply thereafter.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services.
- Subject to fibre network availability
- We reserve the right to amend or withdraw the Offer at any stage.
- 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 Connect Broadband Fibre (Business) Voucher Scheme 2018

Offer: DCMS Voucher scheme connect and rental offers
 Offer Valid from: 8th June 2018
 Offer expires: To be arranged as voucher funding runs out

Connection charges

Roll-Out Area	Connect Broadband Fibre 500 Connect Broadband Fibre 500 UL	Connect Broadband Fibre 750 Connect Broadband Fibre 750 UL	Connect Broadband Fibre 1Gb Connect Broadband Fibre 1Gb UL
	Ex VAT		
Voucher Scheme Roll-Out area Connection Charge inc. Wireless Access Point with up to 50m cable connection to Router	£850.00		
Voucher Scheme Roll-Out area Connection Charge inc. Wireless Router	£600.00		
Voucher Scheme Roll-Out area Connection Charge (ONT Only)	£565.20		
Router included with all new connections	Wireless router - no-NAT & multi-static IP capable (Engineer to install as part of connection charge)		

Monthly Rental – Usage Tariffs

Rentals per month: Roll-Out Area (Rental discount applies only where one of the connection charges is taken above as an input for a DCMS voucher)	Connect Broadband Fibre 500	Connect Broadband Fibre 750	Connect Broadband Fibre 1Gb
	Ex VAT	Ex VAT	Ex VAT
24 Month Contract	A £22 per month discount applies for the first 24-month contract period only		
	£30.20	£51.95	£82.40

Monthly rentals – Unlimited tariffs

Rentals per month: Roll-Out Area (Rental discount applies only where one of the connection charges is taken above as an input for a DCMS voucher)	Connect Broadband Fibre 500 UL	Connect Broadband Fibre 750 UL	Connect Broadband Fibre 1Gb UL
	Ex VAT	Ex VAT	Ex VAT
24 Month Contract	A £22 per month discount applies for the first 24 month contract period		
	£38.90	£60.65	£91.10

Offers No Longer Available

Connect Broadband Fibre Residential Bundles: Special offers

Offer 1: Free Premium Superfast/Ultrafast Broadband Router: Typical model specification as per Technicolor TG589vac Offer valid: Until 16 April 2018

Offer: Free premium broadband router	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
Standard price	£80.00	£80.00	£80.00	£80.00	£80.00	£80.00
Offer detail	Free Broadband Router					

Offer: Free premium broadband router	Connect Fibre Res Ultrafast Xtra	Connect Fibre Res Ultrafast XL	Connect Fibre Res Ultrafast XL Unlimited
	Ex VAT	Ex VAT	Ex VAT
Standard price	£80.00	£80.00	£80.00
Offer detail	Free Broadband Router		

Terms:

- Available to all existing Reseller Customers and any new Reseller Customers, subject to the Reseller placing a new Order for Services. Any Order placed will be subject to a new Initial Term.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services.
- Subject to fibre network availability

Offer 2: Connection charge offers on these packages

Offer valid: No longer available

Standard Price	Connect Fibre Res ENTRY	Connect Fibre Res 75	Connect Fibre Res 200	Connect Fibre Res 400
	Ex VAT	Ex VAT	Ex VAT	Ex VAT
	£35.42	£35.42	£35.42	£35.42
Offer			Reduced Connection	Free Connection
Offer Price (Ex VAT)			£20.83	£0.00

Terms:

- Available to all existing Reseller Customers and any new Reseller Customers, subject to the Reseller placing a new Order for Services. Any Order placed will be subject to a new Initial Term.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services.
- Subject to fibre network availability
- Not valid with any other KCOM offer, except Offer 1: Standard router offers

Offer 3: One month free broadband for new Connect Fibre Residential customers

Offer valid: Until 31st July 2018

Terms:

- Available to all new Reseller Customers, subject to the Reseller placing a new Order for Services and subject to a standard contract term.
- Subject to fibre network availability
- Not valid with any other KCOM offer, except Offer 1: Standard router offers
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services

Offer 5: Half price monthly rental for the first 3 months on selected Connect Fibre Residential packages

Offer valid: 21st June until 31st August 2018

The prices for the first 3 months are as follows. After that, the price reverts to the standard monthly prices, which are [here](#).

Rental charges apply per	Connect Fibre Res ENTRY								
	20GB	50GB	100GB	150GB	200GB	400GB	600GB	800GB	Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
	£7.79	£9.21	£11.33	£12.39	£13.46	£15.23	£17.00	£18.77	£19.48

Rental charges apply per calendar month	Connect Fibre Res 75						
	100GB	150GB	200GB	400GB	600GB	800GB	Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
	£12.39	£13.46	£14.87	£16.29	£17.71	£19.12	£19.83

Rental charges apply per calendar month	Connect Fibre Res 200					
	150GB	200GB	400GB	600GB	800GB	Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
	£14.16	£14.87	£17.00	£18.41	£19.83	£20.54

Rental charges apply per calendar month	Connect Fibre Res 400				
	200GB	400GB	600GB	800GB	Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
	£15.94	£17.71	£19.48	£20.54	£21.25

- Terms:
- Available to any new Reseller Customers, subject to the Reseller placing a new Order for Services and subject to a standard contract term.
 - Subject to fibre network availability
 - Not valid with any other KCOM offer, except Offer 1: Standard router offers and Offer 2
 - Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services

Offer 4: Free connection on selected Connect Fibre Residential packages for any Reseller customers

Offer valid: 21st June until 31st October 2018

Standard Price	Connect Fibre Res ENTRY	Connect Fibre Res 75	Connect Fibre Res 200	Connect Fibre Res 400
	Ex VAT	Ex VAT	Ex VAT	Ex VAT
	£35.42	£35.42	£35.42	£35.42
Offer	Free Connection	Free Connection	Free Connection	Free Connection
Offer Price (Ex VAT)	£0.00	£0.00	£0.00	£0.00

Terms:

- Subject to the Reseller placing a new Order for Services and subject to a standard contract term.
- Subject to fibre network availability
- Not valid with any other KCOM offer, except Offer 1: Standard router offers
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services

Offer 6: 20% off selected Connect Fibre residential packages

Offer valid: Until 30th November 2018

The prices for the first 12 months are as follows. After that, the price reverts to the standard monthly prices, which are [here](#)

Rental charges apply per calendar month	Connect Fibre Res 200	Connect Fibre Res 400	
	200GB	400GB	Unlimited
	Ex VAT	Ex VAT	Ex VAT
	£23.80	£28.34	£34.00

Terms:

- Available to any new Reseller Customers, subject to the Reseller placing a new Order for Services and subject to a standard contract term.
- Subject to fibre network availability
- Not valid with any other KCOM offer, except Offer 1: Standard router offers
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services

Offer 7: Black Friday to Cyber Monday orders

Offer valid: From Friday 23rd Until end 26th November 2018

For all Connect Fibre Res orders received from Friday 23rd 2018 to end Monday 26th November a credit of £50 exc. VAT will apply per order once installation has occurred from the next bill.

Terms:

- Available to any new Reseller Customers, subject to the Reseller placing a new Order for Services and subject to a standard contract term.
- Subject to fibre network availability
- Not valid with any other KCOM offer, except Offer 1: Standard router offers
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services

Offer: Standard router offers on selected packages:

Offer valid: Until further notice

Offer: Free broadband router	Connect Fibre Res ENTRY, Connect Fibre Res 75, Connect Fibre Res 200, Connect Fibre Res 400	
	Standard Price	Offer Price
	Ex VAT	Ex VAT
	£80.00	£0.00

Terms:

- Available to all existing Reseller Customers and any new Reseller Customers, subject to the Reseller placing a new Order for Services. Any Order placed will be subject to a new Initial Term.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services. Subject to fibre network availability

Offers No Longer Available

Connect Broadband Fibre Residential Packages Special Offers

Offer: Half Price Rental for 3 months on the Connect Broadband Fibre 75 Unlimited package only
Offer valid from: 8th July 2019
Offer valid until: 31st August 2019

Service	Connect Broadband Fibre Residential Package
	75 Unlimited only
Standard Price	£29.75pm
Offer detail	£14.88pm for the first 3 months

Terms:

- Offer excludes existing fibre migrations and excludes existing fibre enabled properties
- Any new Order placed will be subject to a new Initial Term.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services.
- Subject to fibre network availability
- Not valid with any other KCOM offer

Offer: Free Fibre connection special offer on Connect Broadband Fibre Residential Packages only
Offer valid from: 8th July 2019
Offer valid until: 31st August 2019

Service	Connect Broadband Fibre Residential Package
	All Packages
Standard Connection	£17.70
Offer Connection detail	£0.00

Terms:

- Offer only available where an active KCOM exchange line service exists
- Offer excludes properties requiring new KCOM exchange line installation or activation
- Offer excludes fibre migrations and excludes existing fibre enabled properties
- Any new Order placed will be subject to a new Initial Term.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services.
- Subject to fibre network availability
- Not valid with any other KCOM offer

Offers No Longer Available

Connect Broadband Fibre Residential Packages: Special offers

Offer: Free Fibre connection special offer on selected Connect Broadband Fibre Residential Packages only
 Offer valid from: 30th September 2019
 Offer valid until: 25th October 2019

Service	Connect Fibre Res ENTRY				Connect Fibre Res 75		Connect Fibre Res 200
	20GB	50GB	150GB	Unlimited	150GB	Unlimited	Unlimited
Standard Connection (Exc. VAT)					£17.70		
Offer Connection detail					£0.00		

Terms:

- Offer excludes other Connect Fibre Residential Packages not listed in the above table
- Offer only available where an active KCOM exchange line service exists
- Offer excludes properties requiring new KCOM exchange line installation or activation
- Offer excludes fibre migrations and excludes existing fibre enabled properties
- Any new Order placed will be subject to a new Initial Term.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services.
- Subject to fibre network availability
- Not valid with any other KCOM offer

Offer: Half price monthly rental for the first 3 months and free connection on the Connect Fibre Res ENTRY Unlimited Service only
Offer valid from: 10th March 2020
Offer valid until: 6th April 2020

Service	Connect Broadband Fibre Residential Package
	ENTRY Unlimited only
Standard Monthly Rental	£28.33 ex VAT
Offer Monthly rental (first 3 months)	£14.16 ex VAT
Standard Connection	£17.70 ex VAT
Offer Connection	£0.00

Terms:

- Offer excludes existing fibre migrations
- Any new Order placed will be subject to a new Initial Term.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services.
- Subject to fibre network availability
- Not valid with any other KCOM offer
 - 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: £50 credit on the Connect Fibre 400 Service only
Offer valid from: 6th January 2020
Offer valid until: 30th April 2020

Service	Connect Broadband Fibre Residential Package
	400 Unlimited only
Offer detail	A £50 credit will be applied to your bill once installation is completed.

Terms:

- Offer excludes existing fibre migrations
- Any new Order placed will be subject to a new Initial Term.
- Offer subject to status and the terms of the Reseller Agreement for Connect Broadband Fibre Residential Services.
- Subject to fibre network availability
- Not valid with any other KCOM offer
 - 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