

Limited Edition Consumer Broadband Packages

- Basics Standard Broadband
- Basics Fibre Broadband
- Lightstream Fibre 75
- Lightstream Fibre 200
- Lightstream Fibre 400

Introduction & summary

These Limited Edition broadband products incorporate *KCOM Phone-only Service* with fast, reliable connectivity. As standard there are no calls included with these products but a customer is able to either make calls on a pence-per-minute basis, or have the flexibility to choose a *Call Bolt-on*, to create a complete package to suit their needs.

Service description

Standard broadband

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

Fibre broadband

Where fibre optic technology is available, KCOM is able to offer improved internet access with a more reliable connection and faster speeds than standard broadband.

There are two types of fibre services that KCOM use:

- **Fibre to the Home (FTTH):** This carries the fibre all the way to the customer's home and speeds are not affected by distance from the network.
- **Fibre to the Cabinet (FTTC):** Sometimes called 'VDSL' this is where fibre is connected to the nearest distribution 'cabinet' and from there to the customer's home, using a copper line. As such the speed is affected by distance from the network.

Wherever possible KCOM use Fibre to the Home (FTTH) technology, to enable customers to enjoy the best possible broadband speeds and improved reliability.

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 customers.

Contract term

The standard contract length is 18 months for these packages. Early termination fees apply; please see the *Early Termination Charges* section of this document. Also see the *Other charges* section for 12 month contract options.

Connection charges

<i>Standard Broadband</i>	<i>Fibre Broadband</i>			
<i>Basics Standard Broadband</i>	<i>Basics Fibre Broadband</i>	<i>Lightstream Fibre 75</i>	<i>Lightstream Fibre 200</i>	<i>Lightstream Fibre 400</i>
Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
£50.00	£50.00	£50.00	£50.00	£50.00

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

Installation options

<i>Standard broadband</i>	Service detail	Inc. VAT
Standard hardware	Next day courier delivery of ADSL router	£6.49

<i>Fibre broadband</i>	Service detail	Inc. 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	£100.00

Monthly charges

		<i>Standard Broadband</i>				
		<i>Basics Standard Broadband</i>				
		20GB	50GB	100GB	150GB	200GB
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£22.00	£26.00	£32.00	£35.00	£38.00
	Paper billing	£23.50	£27.50	£33.50	£36.50	£39.50
Non Direct Debit	Online billing	£23.00	£27.00	£33.00	£36.00	£39.00
	Paper billing	£24.50	£28.50	£34.50	£37.50	£40.50

		<i>Standard Broadband</i>				
		<i>Basics Standard Broadband</i>				
		400GB	600GB	800GB	Unlimited	
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	
Direct Debit	Online billing	£43.00	£48.00	£53.00	£55.00	
	Paper billing	£44.50	£49.50	£54.50	£56.50	
Non Direct Debit	Online billing	£44.00	£49.00	£54.00	£56.00	
	Paper billing	£45.50	£50.50	£55.50	£57.50	

		<i>Fibre Broadband</i>				
		<i>Basics Fibre Broadband</i>				
		20GB	50GB	100GB	150GB	200GB
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£22.00	£26.00	£32.00	£35.00	£38.00
	Paper billing	£23.50	£27.50	£33.50	£36.50	£39.50
Non Direct Debit	Online billing	£23.00	£27.00	£33.00	£36.00	£39.00
	Paper billing	£24.50	£28.50	£34.50	£37.50	£40.50

		<i>Fibre Broadband</i>				
		<i>Basics Fibre Broadband</i>				
		400GB	600GB	800GB	Unlimited	
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	
Direct Debit	Online billing	£43.00	£48.00	£53.00	£55.00	
	Paper billing	£44.50	£49.50	£54.50	£56.50	
Non Direct Debit	Online billing	£44.00	£49.00	£54.00	£56.00	
	Paper billing	£45.50	£50.50	£55.50	£57.50	

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 75</i>				
		100GB	150GB	200GB	400GB	600GB
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£35.00	£38.00	£42.00	£46.00	£50.00
	Paper billing	£36.50	£39.50	£43.50	£47.50	£51.50
Non Direct Debit	Online billing	£36.00	£39.00	£43.00	£47.00	£51.00
	Paper billing	£37.50	£40.50	£44.50	£48.50	£52.50

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 75</i>				
		800GB	Unlimited			
		Inc. VAT	Inc. VAT			
Direct Debit	Online billing	£54.00	£56.00			
	Paper billing	£55.50	£57.50			
Non Direct Debit	Online billing	£55.00	£57.00			
	Paper billing	£56.50	£58.50			

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 200</i>				
		150GB	200GB	400GB	600GB	800GB
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£40.00	£42.00	£48.00	£52.00	£56.00
	Paper billing	£41.50	£43.50	£49.50	£53.50	£57.50
Non Direct Debit	Online billing	£41.00	£43.00	£49.00	£53.00	£57.00
	Paper billing	£42.50	£44.50	£50.50	£54.50	£58.50

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 200</i>				
		Unlimited				
		Inc. VAT				
Direct Debit	Online billing	£58.00				
	Paper billing	£59.50				
Non Direct Debit	Online billing	£59.00				
	Paper billing	£60.50				

		<i>Fibre Broadband</i>				
		<i>Lightstream Fibre 400</i>				
		200GB	400GB	600GB	800GB	Unlimited
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£45.00	£50.00	£55.00	£58.00	£60.00
	Paper billing	£46.50	£51.50	£56.50	£59.50	£61.50
Non Direct Debit	Online billing	£46.00	£51.00	£56.00	£59.00	£61.00
	Paper billing	£47.50	£52.50	£57.50	£60.50	£62.50

Charges apply per calendar month.

Service detail

IP Address Detail	
Standard Broadband	1 dynamic IP address
Fibre Broadband	1 static IP address

Traffic Management	
All Broadband	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

Broadband	Basics Standard Broadband				
	20GB	50GB	100GB	150GB	200G
Speed Profiles (down / up) Mbps	Check your available speed here				
Minimum Access Speeds (down / up) Mbps					
Monthly Data Allowance (sent or received) GB	20	50	100	150	200

Broadband	Basics Standard Broadband				
	400GB	600GB	800GB	Unlimited	
Speed Profiles (down / up) Mbps	Check your available speed here				
Minimum Access Speeds (down / up) Mbps					
Monthly Data Allowance (sent or received) GB	400	600	800	Unlimited	

Broadband	Basics Fibre Broadband				
	20GB	50GB	100GB	150GB	200GB
Speed Profiles (down / up) Mbps	FTTH: 30 / 15 FTTC: Check your available speed here				
Minimum Access Speeds (down / up) Mbps	FTTH: 30 / 15 FTTC: Check your available speed here				
Monthly Data Allowance (sent or received) GB	20	50	100	150	200

Broadband	Basics Fibre Broadband				
	400GB	600GB	800GB	Unlimited	
Speed Profiles (down / up) Mbps	FTTH: 30 / 15 FTTC: Check your available speed here				
Minimum Access Speeds (down / up) Mbps	FTTH: 30 / 15 FTTC: Check your available speed here				
Monthly Data Allowance (sent or received) GB	400	600	800	Unlimited	

Broadband	Lightstream Fibre 75				
	100GB	150GB	200GB	400GB	600GB
Speed Profiles (down / up) Mbps	FTTH: 75 / 20 FTTC: Check your available speed here				
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 20 FTTC: Check your available speed here				
Monthly Data Allowance (sent or received) GB	100	150	200	400	600

Broadband	Lightstream Fibre 75				
	800GB	Unlimited			
Speed Profiles (down / up) Mbps	FTTH: 75 / 20 FTTC: Check your available speed here				
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 20 FTTC: Check your available speed here				
Monthly Data Allowance (sent or received) GB	800	Unlimited			

Broadband	Lightstream Fibre 200				
	150GB	200GB	400GB	600GB	800GB
Speed Profiles (down / up) Mbps	FTTH: 200 / 35				
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 30				
Monthly Data Allowance (sent or received) GB	150	200	400	600	800

Broadband	Lightstream Fibre 200				
	Unlimited				
Speed Profiles (down / up) Mbps	FTTH: 200 / 35				
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 30				
Monthly Data Allowance (sent or received) GB	Unlimited				

Broadband	Lightstream Fibre 400				
	200GB	400GB	600GB	800GB	Unlimited
Speed Profiles (down / up) Mbps	FTTH: 400 / 35				
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 30				
Monthly Data Allowance (sent or received) GB	200	400	600	800	Unlimited

Chargeable call information

Calls to KCOM network customers (Band K)

Code	Call Type	Pence Per Minute, at all times (Inc. VAT)
K	Calls to KCOM network	5.00
K	ISDN data calls only	5.00

Calls to 01482 385000 (Band L)

Code	Call Type	Pence Per Minute, at all times (Inc. VAT)
L	01482 385000	13.00

Other chargeable calls

Code	Call Type	Pence Per Minute, at all times (Inc. VAT)
A1	Calls to Adjacent Area	5.00
A2	Regional up to 56km (35 miles)	13.00
B	National Destinations	13.00

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

UK Mobile Calls

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

Code	Call Type	Pence Per Minute, at all times (Inc. VAT)
MB01	UK Mobile	17.00
MB02	UK Mobile	30.00
MB03 - MB17	UK Mobile	17.00

International Calls

Calls to international destinations will be charged at the KCOM plan rate.

All call types quoted above are:

- subject to a 20p (Inc. VAT) set up charge per call
- timed to the next whole minute and
- total call charges are rounded to the next whole penny (Ex. VAT)

Time Periods for calls made from are as per below unless otherwise stated.

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

Calls to Service Numbers (numbers starting 084, 087, 09 and 118)

Calls to Service Numbers consist of a pence per minute Access Charge from KCOM, plus a Service Charge set by the company you call. Details of the Service Charge band that applies to each number range can be found [here](#) and pricing for each band here.

Personal Numbering Services (numbers starting 070)

Personal Numbering Services are used as a “follow me” service, where calls are diverted from another number. These numbers begin with the digits 070. They services are provided by a Personal Number Service Provider and calls to these numbers are charged at rates which are normally above standard call charges. Details of charges for calls to personal numbering services can be found [here](#).

Call bolt-ons

Consumer Phone Bolt-ons can be taken with any Broadband package listed above.

These bolt-on's can be found in the call bolt-on section of the price manual

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 Inc. VAT
Caller Display	£0.00
Message Minder	£1.02 per month
Reject withheld numbers	£0.00
Call Barring	£2.50 per month
Call return	£0.00
Withhold CLI (withhold your number)	£0.00
Call diversion	£0.00
Call Waiting	£0.00
Conference call (three-way calling)	£0.00
Ex Directory	£0.00

Equipment charges

	Equipment detail	Inc. VAT
Standard broadband router	Standard broadband router Specification similar to: Technicolor TG589vac	£96.00
Fibre broadband router	Fibre broadband router Specification similar to: Technicolor TG589vac	£96.00
TL-WPA8630 KIT	Pair of TP-Link Powerline adapters Wi-Fi dual band, 5GHz 867Mbps / 2.4GHz 450Mbps, Wired 1300Mbps, 3 x Ethernet ports, 1 x pass-through	£74.99
TL-WPA8630P KIT	Pair of TP-Link Powerline adapters Wi-Fi dual band, 5GHz 867Mbps / 2.4GHz 450Mbps, Wired 1300Mbps, 3 x Ethernet ports, 2 x pass-through	£89.99

Other charges

	Service detail	Inc. VAT
Data Usage	Charge per GB or part thereof Outside Monthly Data Allowance (sent or received)	£1.00

	Service detail	Inc. VAT
Flexible Contract Options (One-off charge)	12 Month Contract	£57.00
	6 Month Contract	£114.00

12 Month Contract Options (Rentals)		<i>Standard Broadband</i>	<i>Fibre Broadband</i>
		<i>Basics Standard Broadband</i>	<i>Basics Fibre Broadband</i>
		50GB	50GB
		Inc. VAT	Inc. VAT
Direct Debit	Online billing	£30.75	£30.75
	Paper billing	£32.25	£32.25
Non Direct Debit	Online billing	£31.75	£31.75
	Paper billing	£33.25	£33.25

Early termination fees

<i>Basics Standard Broadband</i>				
20GB	50GB	100GB	150GB	200GB
£10.16	£12.12	£15.06	£16.53	£17.99

<i>Basics Standard Broadband</i>				
400GB	600GB	800GB	Unlimited	
£20.44	£22.89	£25.34	£26.32	

<i>Basics Fibre Broadband</i>				
20GB	50GB	100GB	150GB	200GB
£18.49	£20.45	£23.39	£24.86	£26.33

<i>Basics Fibre Broadband</i>				
400GB	600GB	800GB	Unlimited	
£28.78	£31.23	£33.68	£34.66	

<i>Lightstream Fibre 75</i>				
100GB	150GB	200GB	400GB	600GB
£24.86	£26.33	£28.29	£30.25	£32.21

<i>Lightstream Fibre 75</i>				
800GB	Unlimited			
£34.17	£35.14			

<i>Lightstream Fibre 200</i>				
150GB	200GB	400GB	600GB	800GB
£27.31	£28.29	£31.23	£33.19	£35.14

<i>Lightstream Fibre 200</i>				
Unlimited				
£36.12				

<i>Lightstream Fibre 400</i>				
200GB	400GB	600GB	800GB	Unlimited
£29.76	£32.21	£34.66	£36.12	£37.10

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