

## Broadband Bundles - Not available for new supply

### 1. Introduction and 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 Unlimited
Inc. VAT
£30.00

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

### 6. Installation Options

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

### 7. Rental Charges

		Home Unlimited
		Inc. VAT
Cash/ Cheque	Paper Billing	£51.48

Prices quoted above are if you receive a paper bill and do not pay your bill by Direct Debit. If you chose not to receive a paper bill you will receive a discount of £1.50. If you pay your bill by direct debit you will receive a discount of £1

Rental charges apply per calendar month.

## 8. Service detail

Home Unlimited	
<b>Calls</b>	
Free Local Calls	Yes (At all times)
Free UK Calls (01/02/03)	
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	
<b>Broadband</b>	
Monthly Data Allowance	Unlimited
Download Speed	Check your available speeds <a href="#">here</a>
Upload Speed	Check your available speeds <a href="#">here</a>
<b>Other Features</b>	
Mailboxes	5 POP3 mailboxes per account
Mailbox size	250 MB
Webspace	50 MB
Email Anti-Virus / Anti-Spam	Yes
IP Addresses	1 dynamic IP address
Free Technical Support	Yes

## 9. Call Charges

Home Unlimited
Bundle includes KCOM Anytime calls package

See full call details [here](#)

## 10. Service Options

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

## 11. Equipment Charges

	Service Detail	Inc. VAT
Broadband Router	Not Available for New Supply	Not Available for New Supply

## 12. Other Charges

	Service Detail	Inc. VAT
<b>Downgrade Fee</b>	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£30.00
<b>Reconnection Fee</b>	Discretionary fee that may be charged following disconnection or suspension due to non-payment or abuse (such as copyright infringement, viruses etc)	£30.00

## 13. Early Termination Fees

<b>Home Unlimited</b>
£22.00

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