

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
Non Direct Debit	Paper Billing	£50.49
	Online Billing	£49.99
Direct Debit	Paper Billing	£49.49
	Online Billing	£48.99

Rental charges apply per calendar month.

8. Service detail

Home Unlimited	
Calls	
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	
Broadband	
Monthly Data Allowance	Unlimited
Download Speed	Check your available speeds here
Upload Speed	Check your available speeds here
Other Features	
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
Downgrade Fee	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£30.00
Reconnection Fee	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

Home Unlimited
£22.00

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