

## Not Available for New Supply, Effective 23 April 2018

INTERNAL PIF – NOT PUBLISHED EXTERNALLY

### Standard Broadband Standalone

WHERE DELIVERED OVER FIBRE

#### 1. Introduction & summary

The Standard Broadband standalone service can be purchased, alongside a KCOM phone service.

#### 2. Service description

This service is used in exceptional circumstances and also where a property is only served by fibre optic cable. It provides a Standard Broadband service.

#### 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 12 months for Standard Broadband products. Flexible contract options are available for an additional charge, and Early Termination Fees apply. Please see *Service Options* section of this document.

#### 5. Connection charges

Standard Basic		Standard Lite		Standard Home		Standard Home Plus	
Ex. VAT	Inc. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Inc. VAT	Ex VAT	Inc. VAT
£25.00	£30.00	£25.00	£25.00	£25.00	£30.00	£30.00	£30.00
Standard Home Xtra		Standard Home XL					
Ex VAT	Inc. VAT	Ex VAT	Inc. VAT				
£25.00	£30.00	£25.00	£30.00				

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

#### 6. Installation options

	Service detail	Ex VAT	Inc. VAT
Standard Hardware	Next day courier delivery of router	£5.41	£6.49

## 7. Rental charges

	Standard Basic		Standard Lite		Standard Home		Standard Home Plus	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Non Direct Debit	£10.00	£12.00	£14.17	£17.00	£24.17	£29.00	£27.50	£33.00
Direct Debit	£9.17	£11.00	£13.33	£16.00	£23.33	£28.00	£26.67	£32.00
	Standard Home Xtra		Standard Home XL					
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT				
Non Direct Debit	£30.83	£37.00	£35.83	£43.00				
Direct Debit	£30.00	£36.00	£35.00	£42.00				

Rental charges apply per calendar month.

## 8. Service detail

Broadband						
	Standard Basic	Standard Lite	Standard Home	Standard Home Plus	Standard Home Xtra	Standard Home XL
Monthly Data Allowance	3 GB	8 GB	35 GB	100 GB	350 GB	750 GB
Download Speed	Check your available speeds <a href="#">here</a>					
Upload Speed	Check your available speeds <a href="#">here</a>					
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. Service options

	Service detail	Ex VAT	Inc. VAT
Flexible Contract Options (one-off charge)	12 Month Contract	£10.00	£12.00
	6 Month Contract	£20.00	£24.00
	3 Month Contract	£30.00	£36.00

## 10. Equipment charges

	Service detail	Ex VAT	Inc. VAT
Broadband Router	Standard Broadband router: ZyXEL VMG 8924	£82.50	£99.00

## 11. Other charges

	Service detail	Ex VAT	Inc. VAT
Usage outside Data Allowance	Standard Broadband products: Charge per GB outside data allowance	£1.67	£2.00
Downgrade Fee	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£25.00	£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)	£25.00	£30.00

## 12. Early Termination Fees

Standard Basic	Standard Lite	Standard Home	Standard Home Plus	Standard Home Xtra	Standard Home XL
£5.00	£6.00	£12.00	£13.00	£15.00	£17.00

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