

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

### Broadband Packages

- Basics BB
- Basics Fibre BB
- Lightstream 150 BB
- Lightstream 350 BB

#### Introduction & summary

These broadband products incorporate *KCOM Network Access* 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, and is quoted in a similar way to standard broadband as an 'up to' speed. This technology is able to support up to 75 Mbps download speed.

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 *additional charges* section of this document.

## Connection charges

<i>Standard Broadband</i>	<i>Fibre Broadband</i>		
<i>Basics BB</i>	<i>Basics Fibre BB</i>	<i>Lightstream 150 BB</i>	<i>Lightstream 350 BB</i>
Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
£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

## Rental charges

		<i>Standard Broadband</i>				
		<i>Basics BB: 20GB</i>	<i>Basics BB: 200GB</i>	<i>Basics BB: 400GB</i>	<i>Basics BB: 750GB</i>	<i>Basics BB: Unlimited</i>
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£24.99	£34.99	£39.99	£44.99	£49.99
	Paper billing	£26.49	£36.49	£41.49	£46.49	£51.49
Non Direct Debit	Online billing	£25.99	£35.99	£40.99	£45.99	£50.99
	Paper billing	£27.49	£37.49	£42.49	£47.49	£52.49

		<i>Fibre Broadband</i>				
		<i>Basics Fibre BB: 20GB</i>	<i>Basics Fibre BB: 200GB</i>	<i>Basics Fibre BB: 400GB</i>	<i>Basics Fibre BB: 750GB</i>	<i>Basics Fibre BB: Unlimited</i>
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£24.99	£34.99	£39.99	£44.99	£49.99
	Paper billing	£26.49	£36.49	£41.49	£46.49	£51.49
Non Direct Debit	Online billing	£25.99	£35.99	£40.99	£45.99	£50.99
	Paper billing	£27.49	£37.49	£42.49	£47.49	£52.49

		<i>Fibre Broadband</i>			
		<i>Lightstream 150 BB: 200GB</i>	<i>Lightstream 150 BB: 400GB</i>	<i>Lightstream 150 BB: 750GB</i>	<i>Lightstream 150 BB: Unlimited</i>
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£39.99	£44.99	£49.99	£54.99
	Paper billing	£41.49	£46.49	£51.49	£56.49
Non Direct Debit	Online billing	£40.99	£45.99	£50.99	£55.99
	Paper billing	£42.49	£47.49	£52.49	£57.49

		<i>Fibre Broadband</i>		
		<i>Lightstream 350 BB: 400GB</i>	<i>Lightstream 350 BB: 750GB</i>	<i>Lightstream 350 BB: Unlimited</i>
		Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online billing	£49.99	£54.99	£59.99
	Paper billing	£51.49	£56.49	£61.49
Non Direct Debit	Online billing	£50.99	£55.99	£60.99
	Paper billing	£52.49	£57.49	£62.49

Rental charges apply per calendar month.

## Service detail

<b>Broadband</b>	<i>Standard Broadband</i>				
	<i>Basics BB: 20GB</i>	<i>Basics BB: 200GB</i>	<i>Basics BB: 400GB</i>	<i>Basics BB: 750GB</i>	<i>Basics BB: Unlimited</i>
Speed Profiles (down / up) Mbps	Check your available speed <a href="#">here</a>				
Minimum Access Speeds (down / up) Mbps					
Monthly Data Allowance (sent or received) GB	20	200	400	750	Unlimited
IP Address	1 dynamic IP address				
Traffic Management	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> For information from Ofcom on Traffic Management, visit <a href="#">here</a>				

<b>Broadband</b>	<i>Fibre Broadband</i>				
	<i>Basics Fibre BB: 20GB</i>	<i>Basics Fibre BB: 200GB</i>	<i>Basics Fibre BB: 400GB</i>	<i>Basics Fibre BB: 750GB</i>	<i>Basics Fibre BB: Unlimited</i>
Speed Profiles (down / up) Mbps	FTTH: 30 / 10 FTTC: up to 30 / up to 10				
Minimum Access Speeds (down / up) Mbps	FTTH: 30 / 10 FTTC: Check your available speed <a href="#">here</a>				
Monthly Data Allowance (sent or received) GB	20	200	400	750	Unlimited
IP Address	1 static IP address				
Traffic Management	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> For information from Ofcom on Traffic Management, visit <a href="#">here</a>				

Broadband	Fibre Broadband			
	Lightstream 150 BB: 200GB	Lightstream 150 BB: 400GB	Lightstream 150 BB: 750GB	Lightstream 150 BB: Unlimited
Speed Profiles (down / up) Mbps	FTTH: 150 / 10 FTTC: up to 75 / up to 10			
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 10 FTTC: Check your available speed <a href="#">here</a>			
Monthly Data Allowance (sent or received) GB	200	400	750	Unlimited
IP Address	1 static IP address			
Traffic Management	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> For information from Ofcom on Traffic Management, visit <a href="#">here</a>			

Broadband	Fibre Broadband		
	Lightstream 350 BB: 400GB	Lightstream 350 BB: 750GB	Lightstream 350 BB: Unlimited
Speed Profiles (down / up) Mbps	FTTH: 350 / 30 FTTC: up to 75 / up to 30		
Minimum Access Speeds (down / up) Mbps	FTTH: 50 / 30 FTTC: Check your available speed <a href="#">here</a>		
Monthly Data Allowance (sent or received) GB	400	750	Unlimited
IP Address	1 static IP address		
Traffic Management	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> For information from Ofcom on Traffic Management, visit <a href="#">here</a>		

Calls	
Included as standard	Ability to receive calls and make calls on a pence-per-minute basis. For details of call charges see <a href="#">Phone-Only Service</a> for product details
Available <i>Call Bolt-ons</i>	There are flexible <i>Call Bolt-ons</i> , to help customers create a complete package, including calls, to suit their needs. For more detail see <a href="#">Call Bolt-ons</a> product details

## Equipment charges

	Service detail	Inc. VAT
Standard broadband router	Standard Broadband router Specification similar to: Technicolor TG589vac	£96.00
Fibre broadband router	Premium Lightstream router Specification similar to: Technicolor TG589vac	£96.00
TL-PA4010P KIT	Pair of TP-Link Powerline adapters 600Mb wired, no Wi-Fi, 1 Ethernet port, 2 x pass through	£39.99
TL-WPA4226 KIT	Pair of TP-Link Powerline adapters WiFi: 300Mbps/2.4GHz, 600Mbps wired / 2 Ethernet / 1 x pass through	£49.99
TL-WPA8630P KIT	Pair of TP-Link Powerline adapters WiFi: Dual-band - 867Mb 5G, 450Mb 2.4G, 1300Mb wired, 3 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	£1.00
Downgrade fee	Charge for downgrading your service During your contract term	£30.00
Reconnection fee	Charge following disconnection or suspension Due to abuse or non-payment (inc copyright infringement, viruses etc)	£30.00

## Early termination fees

Standard Broadband				
Basics Broadband: 20GB	Basics Broadband: 200GB	Basics Broadband: 400GB	Basics Broadband: 750GB	Basics Broadband: Unlimited
£7.00	£19.00	£19.00	£22.00	£24.00
Fibre Broadband				
Basics Fibre: 20GB	Basics Fibre: 200GB	Basics Fibre: 400GB	Basics Fibre: 750GB	Basics Fibre: Unlimited
£24.00	£28.00	£30.00	£32.00	£34.00
Fibre Broadband				
Lightstream 150: 200GB	Lightstream 150: 400GB	Lightstream 150: 750GB	Lightstream 150: Unlimited	
£30.00	£32.00	£34.00	£36.00	
Fibre Broadband				
Lightstream 350: 400GB	Lightstream 350: 750GB	Lightstream 350: Unlimited		
£40.00	£42.00	£44.00		

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