

## Business Bundles - Withdrawn for new supply.

### 1. Service description

KCOM Business Bundles enable customers to combine their fixed voice and broadband products on to one consolidated monthly bill. Four options are available to the customer depending on their business requirements. For an additional charge customers can also choose to add a mobile or smartphone to their package, or mobile broadband dongle. Also available is the option to add on a mobile broadband package.

### 2. Summary product table

The bundles are outlined in the table below.

		Office	Mobile Office	iPhone Office	BlackBerry Office	BlackBerry Office National
		Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Monthly Rental		£45.00	£60.00	£95.00	£70.00	£70.00
Contract Length		12 Months	18 Months			
Voice Service		Analogue Local including 2 hours of calls to UK mobiles per month			Analogue UK National including 2 hours of calls to UK mobiles per month	Analogue UK National Retention including 2 hours of calls to UK mobiles per month
Broadband	Service	KCOM Broadband Bronze Plus - 50GB monthly usage allowance				
	Included Router	ZyXEL 1302 Wireless Router				
	Router Delivery	£4.25	£4.25	£4.25	£4.25	£4.25
Mobile	Service		Business Single 300 & 100 Texts inclusive	Business Single 300 & Web Bolt-on 500Mb	Business Single 300 & 100 Texts inclusive & BlackBerry BIM	
	Included Handset		Nokia 6303i	iPhone 4	BlackBerry 8250	
	Handset Delivery		£0.00	£0.00	£0.00	£0.00
Optional Add-Ons	Mobile Broadband	Mobile Broadband - 2GB per Month				
	Monthly Rental	£15.00	£15.00	£15.00	£15.00	£15.00
Payment Methods		Direct Debit or Invoice				
Payment Frequency		Monthly				
Billing Date		1st of each calendar month				
Monthly Paper-Free Billing Discount*		£0.50	£0.50	£0.50	£0.50	£0.50
Monthly Direct Debit Discount		£1.00	£1.00	£1.00	£1.00	£1.00

\* Paper-free discount for KCOM Online does not apply if a summary bill is requested.

## 3. Broadband service features

Upstream Speed	Up to 1Mb/s
Downstream Speed	Up to 24Mb/s
IP Addresses	Dynamis or multiple static IP addresses available free, subject to conditions attached to the KCOM Broadband Bronze Plus service maximum included: 5, more available subject to usual charge
Email	SMTP feed for 5 POP mailboxes, each with 10 email aliases and 50 MB storage
Included Services	Email anti-spam and anti-virus protection (including end-user controls)
	FREE 30-day PC Backup trial
Webspace	100MB

## 4. Additional charging information

### Additional usage charging on mobile data

Not applicable. Access speed will be throttled.

### Upgrade & Downgrade Fees

There are no upgrade charges. As any downgrade will be effectively a cancellation of the mobile service, the early termination charge will constitute the “downgrade” fee.

A downgrade is defined when a customer changes from one bundle to another, not when they cancel the bundle but retain some service elements from it, for example a fixed telephony line and a SMART Number. See section on termination charges for detail related to that situation.

## 5. Fixed broadband additional usage charges

£0.85 ex VAT (£1.02 Inc. VAT) for every GB or part thereof.

## 6. Service termination & charging

### Office Bundle

Where a customer serves notice within the initial contract period to cease their bundle and does not retain any element of that bundle, appropriate early termination charges based on the remaining duration of their contract will apply. These will be calculated as the line rental charges related to the remaining duration of the contract – for instance, 6 months remaining = 6 x £45 = £270.

Where a customer cancels their bundle contract but retains a fixed line, early termination charges should be calculated as £24.99 x N, where N = the number of months remaining in the bundle contract.

All other associated services will also be cancelled in line with the date of the request unless a separate and new agreement is signed by the customer for the services they wish to retain. There will be no additional termination charges raised for these. Where a customer up or downgrades their broadband service to a different package, no early termination charges for that element will apply.

## Mobile Bundles

Where a customer has the Mobile Office or Mobile Office Blackberry bundle, unless a separate and new agreement is signed by the customer for any of:

- Their mobile service
- Their mobile broadband service
- Their domain

These will also be ceased in line with the date requested. Any early termination charges attributable specifically to these services will be covered within the overall sum raised and will not be treated separately, with the exception of the element related to mobile. In all cases this will be  $\text{£}30 \times N$ , where  $N$  = the months remaining in the contract. For example, 11 months remaining =  $\text{£}330$ .

Prices for these services when ordered individually will be as displayed at the time in the Business section of the KCOM Price Manual.

If a customer wishes to cease any mobile element of their bundle, they should either A) Downgrade to the next appropriate package and pay the appropriate charge or B) Cease all the services in their bundle in full and sign separate new contracts for the services they wish to retain, paying any appropriate termination charges those cancelled.

It should be noted in the case of a complete cease of all services that the calculation for a mobile bundle will therefore be  $N$  (where  $N$  = number of months remaining on the contract)  $\times$   $\text{£}45$  for fixed element PLUS  $\times$   $\text{£}30$  for mobile element. Therefore, if customer has 8 months left on contract, sum of early termination charges would be  $8 \times \text{£}75 = \text{£}600$

## 7. Mobile Broadband

The minimum contract period for any mobile broadband product associated with a bundle is 24-months. This applies from whenever the service start date is. For the avoidance of doubt, it is not associated with the contract start or end date of the bundle. Termination charges should be calculated as  $N \times \text{£}15.00$ , where  $N$  is the remaining number of months under the 24-month term.

Where a customer is requesting to upgrade their handset and migrate between packages, the retail value of the unit they have already purchased will be charged as a one-off sum. In this example, should a customer wish to migrate from the Mobile Office bundle to the iPhone office bundle, the full retail value of the handset associated with the Mobile Office package will be invoiced to the customer as an ad-hoc charge.

## 8. All Bundles

Where the customer ceases their bundle, but retains any of the services which are part of their original bundle, they will commence a new 12-month contract for that service.

Where a bundle is outside of the initial contract period and is being fully ceased, a thirty day notice requirement will apply, after which no additional charges will be raised.

Where a customer has moved from an existing contract with a longer duration (i.e. from a product/service with a two year minimum period) the bundle contract period will apply for termination charge calculation purposes.

## 9. Other charges

Service	Connection or One-Off Charge	Monthly Rental
	Ex VAT	Ex VAT
Reconnection fee when moving premises (Take over Telephone Line & move Broadband)	£60.00	n/a
Reconnection fee when moving premises (External removal of line & move Broadband)	£165.00	n/a