

KCOM TV - Not available for new supply

1. Introduction and summary

KCOM TV brings together in one bundle TV, broadband and inclusive landline calls, all on a single bill. Details of these services are as below.

2. Pricing

KCOM TV bundles come with paperless billing. Customers will be able to view their bills on the KCOOnline billing system. Customers will receive an email when their bill is ready to view. Customers will have the option of receiving a paper bill if they wish. This will incur a 50p inc VAT monthly surcharge.

Payment is via monthly direct debit only. KCOM bundles billing dates are 1st, 8th, 15th or 22nd of the month; the direct debit payment will be taken 10 working days later.

3. Set up fee

There is a £30 inc VAT (£25 ex VAT) set up fee for all KCOM TV bundles.

Inc VAT
£30.00

4. Monthly rental

Bundle	Connection Method	Payment Method	Monthly Rental	
			Online Billing	Paper Bill
			Inc. VAT	Inc. VAT
KCOM Home TV	ADSL2+	Direct Debit	£42.99	£43.49
KCOM Home Xtra TV	ADSL2+	Direct Debit	£51.99	£52.49
KCOM Lightstream 45 TV	FTTC/FTTH	Direct Debit	£47.00	£47.50
KCOM Lightstream 60 TV	FTTC/FTTH	Direct Debit	£52.00	£52.50
KCOM Lightstream Xtra TV FTTC	FTTC	Direct Debit	£62.00	£62.50
KCOM Lightstream Xtra TV FTTH	FTTH	Direct Debit	£62.00	£62.50

	Home TV	Home TV Xtra	Lightstream TV 45	Lightstream TV 60	LightStream TV Xtra FTTC	LightStream TV Xtra FTTH
contract term	24 months	24 months	24 months	24 months	24 months	24 months
inclusive hardware / service	Home Installation of Humax YouView Freeview+ HD PVR	Home Installation of Humax YouView Freeview+ HD PVR	Home Installation of Humax YouView Freeview+ HD PVR	Home Installation of Humax YouView Freeview+ HD PVR	Home Installation of Humax YouView Freeview+ HD PVR	Home Installation of Humax YouView Freeview+ HD PVR
Monthly broadband usage	150GB – unlimited overnight	Unlimited usage	150GB	300GB	Unlimited usage	Unlimited usage
FREE Local calls 24/7	Yes	Yes	Yes	Yes	Yes	Yes
FREE calls to national, 0870, 0845 & 197	Evenings & Weekends	Anytime - 24x7	Evenings & Weekends	Evenings & Weekends	Anytime - 24x7	Anytime - 24x7
FREE Caller display	Yes	Yes	Yes	Yes	Yes	Yes
FREE Message Minder 1571 answer phone service	Yes	Yes	Yes	Yes	Yes	Yes
FREE calls to 118288 national directory enquiries	No	Yes	No	Yes	Yes	Yes
Inclusive landline to UK mobile minutes every month	120 - weekends	180 - evenings & weekends	120 - weekends	120 - weekends	180 - evenings & weekends	180 - evenings & weekends
Other FREE call features	Favourites (up to 25% off your most used numbers), 141, 1471, Call Waiting, 3-way calling	Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way calling	Favourites (up to 25% off your most used numbers), 141, 1471, Call Waiting, 3-way calling	Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way calling	Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way calling	Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way calling
free local technical support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Minimum Requirements

Customers must have the following for the KCTV service:

- A spare working socket near the TV (for the Set Top Box)
- A working TV aerial
- A spare Ethernet port on the broadband router

Additional Charges

	Inc VAT
Additional Charge for exceeding GB limit on KCOM Home TV (per GB or part thereof)	£2.00
Additional Charge for exceeding GB limit on KCOM Lightstream TV 45 (per GB or part thereof)	£1.00
Additional Charge for exceeding GB limit on KCOM Lightstream TV 60 (per GB or part thereof)	£1.00
Replacement Set Top Box (if box lost, stolen or deliberately damaged), or second STB for existing customer	£250.00
Replacement Remote Control	£30.00

5. Contract terms and early termination charges

If a customer who is still within the minimum contract period wishes to move from a KCOM TV bundle to a KCOM bundle without TV or to KCOM Talk and/or Karoo Broadband as separate products, the customer will need to pay a downgrade fee of £7.29 ex VAT per month remaining on the contract. Any customer within the minimum contract period who moves to another TV bundle will simply carry the remainder of that minimum contract period across to the new bundle.

Early Termination Charges apply for customers ceasing their KCOM TV bundle whilst still in contract. These Early Termination Charges are highlighted in the table below, and apply per month for the remainder of the contract term. VAT is not payable on these charges.

Bundle	Monthly Early Termination Charge
KCOM Home TV	£19.92
KCOM Home Xtra TV	£26.29
KCOM Lightstream 45 TV	£22.76
KCOM Lightstream 60 TV	£26.30
KCOM Lightstream Xtra TV FTTC	£33.38
KCOM Lightstream Xtra TV FTTH	£33.38

6. Additional options

The above bundles are also available with the following optional bolt ons:

- 1GB mobile broadband (via a USB dongle): £9 inc VAT / £7.50 ex VAT per month, 24 month contract
- Mobile voice

If additional equipment is needed at the customer premises, the following charges apply:

Item	Customer Price Inc VAT
Thomson Wireless Router	£47.99
Belkin - 2M Scart Male to Male Cable	£5.99
Belkin - 1M Scart Male to Male Cable	£4.49
1m TV Aerial / UHF / RF / Freeview Coax Extension Cable	£3.99
2m TV Aerial / UHF / RF / Freeview Coax Extension Cable	£5.49
3 metre 4-way Economy Surge Protector	£7.99
2 x Devolo 1374 Powerline adapters (pass through)	£64.99
2 x Zyxel Powerline adapters (not pass through)	£32.99
5-port Ethernet switch	£21.99
3 metre HDMI cable	£13.50
5 metre HDMI cable	£14.50