

## KCOM Connect - (Not Available for New Supply)

### 1. Introduction and summary

**KCOM Connect** – Enjoy all that the Web has to offer via your TV, using a Smart TV device such as a connected TV, Blu Ray player, set top box or games console. Choose between a self-install Powerline option or an in-home service where a KCOM engineer will optimise your broadband service and connect your device to the Internet for a reliable, stable connection that will never disconnect – no more buffering! Also includes double broadband usage.

### 2. Rental Charges

There is a £10.00 Inc. VAT set-up fee on all Connect packages.

		Home Connect	Home Xtra Connect	Lightstream Xtra Connect FTTC	Lightstream Xtra Connect FTTH
		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Cash/ Cheque	Paper Billing	£42.01	£49.98	£57.98	£60.98

Prices quoted above are if you receive a paper bill and do not pay your bill by Direct Debit. If you chose not to receive a paper bill you will receive a discount of £1.50. If you pay your bill by direct debit you will receive a discount of £1

## 3. Service detail

	Home Connect	Home Xtra Connect	Lightstream Xtra Connect FTTC	Lightstream Xtra Connect FTTH
	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Connection method	ADSL	ADSL	FTTC	FTTH
Contract term	18 Months			
Inclusive hardware / service	2 x Powerline pass-through adapters or in-home wiring check and connection of a Smart device			
Monthly broadband usage	70GB	unlimited usage	unlimited usage	unlimited usage
FREE Local calls 24/7	Yes			
FREE calls to national, 087, 084 & 197	Evenings & Weekends	Anytime - 24x7	Anytime - 24x7	Anytime - 24x7
FREE Caller display	Yes			
FREE Message Minder 1571 answer phone service	Yes			
FREE calls to 118288 national directory enquiries	No	Yes	Yes	
Inclusive landline to UK mobile minutes every month	120 - weekends	180 - evenings & 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	Favourites (up to 25% off your most used numbers), Reject Withheld Number, 141, 1471, Call Waiting, 3-way	Favourites (up to 25% off your most used numbers), Reject Withheld Number, , 141, 1471, Call Waiting, 3-way
"KCOM Protect" - lifetime warranty on all Powerline, routers or wiring provided by KCOM	Yes			
Free local technical support	Yes			
Half price Phone & Broadband Care (or Family Care for £5.99/month instead of £7.99/month)	Yes			

## 4. Early termination charges

If a customer who is still within the minimum contract period wishes to move from a KCOM Connect bundle to a KCOM bundle without Connect or to KCOM Talk and/or Karoo Broadband as separate products, the customer will need to pay a downgrade fee of £2.50 ex VAT per month remaining on the contract. Any customer within the minimum contract period who moves to another Connect bundle will simply carry the remainder of that minimum contract period across to the new bundle.

Early Termination Charges apply for customers ceasing all three services on the KCOM Connect 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
Home Connect	£19.18
Home Xtra Connect	£23.74
Lightstream Xtra Connect FTTC	£31.67
Lightstream Xtra Connect FTTH	£32.50