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KCOM Student Connect - Not Available for New Supply, Effective 30 April 2018

Introduction
Student Connect is a service specifically designed for Students and is a bundle on Standard broadband and Lightstream broadband, where available. It is only available to Students.

Features
Student Connect: Based on ADSL technology, Standard broadband provides internet access with connection speeds that vary, depending on your line length from the telephone exchange.

Based on fibre optic technology, Lightstream Student Connect provides internet access with a more reliable connection and much faster speeds than standard broadband. There are two types of fibre services that we use:

- Fibre to the Premise (FTTP): This carries the fibre all the way into your home and speeds are not affected by distance from the network; and
- Fibre to the Cabinet (FTTC): Sometimes called 'VDSL' this is where fibre is connected to the nearest distribution 'cabinet' and from there to your 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.

Wherever possible we use Fibre to the Premise (FTTP) technology, to enable customers to enjoy the best possible connection speeds.

Price
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.

Contract
The standard contract length is 6 months for Student Connect. Early termination fees apply. Please see below.

Connection Fees

Service	Connection Charge (Inc. VAT)	Offers
Student Connect (Standard broadband)	£30.00	Free Connection
Lightstream Student Connect (Fibre broadband)	£100.00	No Offer

Installation Options
The standard contract length is 6 months for Student Connect. Early termination fees apply. Please see below.

Service	Service Detail	Cost Inc. VAT
Standard ADSL Hardware	Next day courier delivery of ADSL router	£6.49
Fibre Hardware	Engineer delivery of fibre router	Included in connection charge

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Monthly Costs

		Student Connect	Lightstream Student Connect
		Inc. VAT	Inc. VAT
Direct Debit	Online billing	£50.00	£60.00
	Paper billing	£51.50	£61.50
Non Direct Debit	Online billing	£51.00	£61.00
	Paper billing	£52.50	£62.50

Service Detail

	Student Connect	Lightstream Student Connect
Calls		
Free local calls		
Free UK calls (01/02/03)		
Free 0845/0870 calls	Yes (at all times)	
Free 197 calls (local directory enquiries)		
Free 118 288 calls (UK directory enquiries)		
Free calls to UK Mobiles	180 minutes (evenings and weekends)	
Call charges	Bundle includes anytime calls package.	
Free reject withheld numbers	Yes	
Free caller display		

Broadband				
Monthly data allowance	Unlimited			
	Download	Upload	Download	Upload
Speed Profiles	Check your available speeds here		FTTP: 100Mbps	FTTP: 10Mbps
			FTTC: Up to 75Mbps	FTTC: Up to 10Mbps
Other features				
Mailboxes	1 POP3 mailbox per account, 25MB size limit			
Web space	None			
Email anti-virus / anti-spam	Yes			
IP addresses	1 dynamic IP address		1 static IP address	
Free technical support	Yes			

Equipment Charges

	Service Detail	Inc. VAT
Broadband Router	Standard Broadband Router	£96.00
	Lightstream Fibre Router	
Offers	Free Router	

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Other Charges

	Service detail	Inc. VAT
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

Student Connect	£22.00
Lightstream Student Connect	£30.00

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