

## 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

## Monthly Costs

		Student Connect	Lightstream Student Connect
		Inc. VAT	Inc. VAT
Cash / Cheque	Paper billing	£55.00	£65.00

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

## Service Detail

	Student Connect	Lightstream Student Connect		
Calls	Yes (at all times)			
Free local calls				
Free UK calls (01/02/03)				
Free 0845/0870 calls				
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			
Speed Profiles	Download	Upload	Download	Upload
	Check your available speeds <a href="#">here</a>		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	

## 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.