

Connect Broadband Fibre

1. Connection & Hardware Charges

Service	Connect Fibre 75	Connect Fibre 250	Connect Fibre 400	Connect Fibre 500	Connect Fibre 750	Connect Fibre 900
	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
Connection 50 metres (Upfront) – ONT only	£42.50	£42.50	£42.50	£42.50	£42.50	£42.50
Connection 50 metres (Upfront) - ONT and router* are located together within 48 metres usable of fibre entrance	£42.50	£42.50	£42.50	£42.50	£42.50	£42.50
Cate5e (100m, 90m usable). Note: inclusive in initial install only	£51.00	£51.00	£51.00	£51.00	£51.00	£51.00
Migration from existing Lightstream Retail or Connect Broadband Fibre service	£12.00	£12.00	£12.00	£12.00	£12.00	£12.00
Take-over Fee when moving premises and no installation required (From any existing Lightstream service)	£25.50	£25.50	£25.50	£25.50	£25.50	£25.50
Non-Roll-out Connection Existing or Non existing Duct, New	£2500.00	£2500.00	£2500.00	£2500.00	£2500.00	£2500.00

Lightstream inc. Wireless Access Point with up to 50m install from router**						
Non Roll-out Area (within the Original Licenced Area)**	£2250.00	£2250.00	£2250.00	£2250.00	£2250.00	£2250.00
Wireless Access Point with up to 50m cable connection to router	£250.00	£250.00	£250.00	£250.00	£250.00	£250.00

* Included router currently the Technicolor TG589vac v2 or ZyXEL VMG3925. Ownership of a KCOM supplied router remains the property of KCOM.

** Subject to Excess Construction Charges

2. Monthly Rental – Usage Tariffs – Effective from 1st April 2019

Service	Connect Fibre 75	Connect Fibre 250	Connect Fibre 500
	Ex. VAT	Ex. VAT	Ex VAT
Monthly Rental 12-month contract	£27.20	£34.00	N/A
Monthly Rental 24-month contract	N/A	£25.50	£51.00
Monthly Download Allowance	150GB	150GB	600GB
Monthly Upload Allowance	Unlimited		
Additional Usage Charges per GB	£1.00	£1.00	£1.00

3. Monthly Rentals – Unlimited Tariffs – Effective from 1st April 2019

Service	Connect Fibre 75 (UL)	Connect Fibre 250 (UL)	Connect Fibre 400 (UL)	Connect Fibre 750 (UL)	Connect Fibre 900 (UL)
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Monthly Rental 12-month Contract	£29.75	N/A	£38.25	£55.25	£84.15
Monthly Rental 24-month contract	N/A	£34.00	N/A	N/A	N/A
Monthly Download Allowance	Unlimited				
Monthly Upload Allowance	Unlimited				

4. Other Charges

Additional One off Requirements	Connection Charge	Monthly Rental Charge
	Ex VAT	Ex VAT
Replacement Router	£80.00	N/A
Temporary Suspension / Resumption charge	£3.00	N/A
Cancellation charge – 2 or more working days after order placed	£6.00	N/A
Expedite Category 1*	£250.00	N/A
Expedite Other*	P.O. A	N/A
Same Day Fix 5 Days per Week SLA ^{1 2}	N/A	£25.50
Same Day Fix 7 Days per Week SLA ^{1 3}	N/A	£42.50

* Subject to feasibility. Category 1 services are in a roll-out area where a splitter is allocated and the property is tubed, with no splicing and cabling required. Other Categories expedites involve extra work from 3rd parties and are priced on application.

¹ Excluding network outages, telephony faults or faults that require ongoing monitoring, working days are Monday to Friday and exclude bank holidays

² Same day fix for faults reported before 1200 Monday to Friday

³ Same day fix for faults reported before 1200 Monday to Sunday

Service	Ex VAT
Missed Appointment Charge	£100.00

Notes:

1. The charges are payable to KCOM by the Reseller.
2. The above prices are only available to Resellers that have signed the Reseller Agreement with KCOM
3. Connectivity to the KCOM network will not be provided at the above rates for orders received from organisations that have not signed the necessary Reseller Agreement.
4. The Broadband Connect Fibre is available in the Hull Area. If Resellers would like to obtain connectivity to the KCOM network outside the Hull Area then they should contact their Account Manager (Businesses outside the Hull Area would not normally have an 01482 telephone number.)

NO LONGER AVAILABLE FOR NEW SUPPLY – Effective 1st April 2019

Monthly Rental – Usage Tariffs

Service	Connect Fibre Homeworker 250	Connect Fibre 750	Connect Fibre 1Gb
	Ex. VAT	Ex VAT	Ex VAT
Monthly Rental 12-month contract	£26.10	£87.00	£121.80
Monthly Rental 24-month contract	£21.75	£73.95	£104.40
Monthly Download Allowance	80GB	600GB	750GB
Monthly Upload Allowance	Unlimited		
Additional Usage Charges per GB	£1.00	£1.00	£1.00

Monthly Rentals – Unlimited Tariffs

Service	Connect Fibre 250 (UL)	Connect Fibre 500 (UL)
	Ex VAT	Ex VAT
Monthly Rental 12-month Contract	£43.50	£69.60
Monthly Rental 24-month contract	N/A – Still available	£60.90
Monthly Download Allowance	Unlimited	Unlimited
Monthly Upload Allowance	Unlimited	Unlimited