

Pick and Mix 2 – Broadband Packages

Introduction & summary

Our broadband products combine with our KCOM Phone-only Service to provide individually tailored home phone and broadband services. The telephone line to a customer's property will be activated from the start of service date, with no calls included as standard. Calls can either be made on a pay-as-you-go basis, or a Call Bolt-on can be added at any time.

[Click here for more information about our Call Bolt-ons](#)

[Click here for more information about our Phone-Only service](#)

Service description

Standard broadband

Using the copper lines that deliver your phone service, KCOM provides internet access using ADSL technology. Connection speeds can vary on this service, depending on a number of factors, including the distance of the property from the telephone exchange it's connected to. To find out the speeds for your property, [click here](#).

Fibre broadband

Wherever possible, KCOM use Fibre to the Premises (FTTP) technology, to enable customers to enjoy the best possible broadband speeds and improved reliability. By connecting customers to a full-fibre (FTTP) or part-fibre (FTTC) network, KCOM customers have access to an improved internet service with a more reliable connection and faster speeds than standard broadband.

There are two types of fibre services that KCOM use:

- **Fibre to the Premises (FTTP) – sometimes known as Fibre to the Home (FTTH):** This connects the customer's home to the telephone exchange by fibre cabling, meaning speeds are not affected by distance from the exchange
- **Fibre to the Cabinet (FTTC) – sometimes called VDSL:** This is where fibre is connected to the nearest distribution cabinet, and the customer's home is connected to the cabinet using a copper line. This means that the speed is affected by distance from the property from the cabinet.

Pricing & payments

All prices below are inclusive of VAT, unless otherwise stated. Additional costs apply for customers that choose not to pay by Direct Debit, and those that opt for paper billing. For these associated costs, please see the Service Details section of this document. Paying by Direct Debit and having online billing can save customers up to £2.50 a month, as well as providing the convenience of being able to check your account and track usage if you're on a limited-allowance package.

Contract term

The standard contract term for these packages is 12 months. If a service is ended before the agreed contract term has expired, early termination fees will apply – please see the Service Details section of this document.

Installation

Installation of KCOM broadband or Lightstream to a customer's property may be subject to an installation fee – details of these can be found under the package profiles in the **Service details** section of this document.

Equipment and installation services

Unless otherwise stated, the cost of your KCOM broadband activation charge will include the equipment and installation shown below. Activation costs can be found in the **Service Details** section of this document.

KCOM Service	Equipment provided	Installation service
Standard ADSL broadband	<ul style="list-style-type: none"> Wireless broadband router 	<ul style="list-style-type: none"> Router posted to service address (£6.49 delivery) – customer to self-install
FTTC (VDSL) Lightstream	<ul style="list-style-type: none"> Wireless broadband router 	<ul style="list-style-type: none"> Engineer visits property to install router (appointment required)
FTTP Lightstream	<ul style="list-style-type: none"> Wireless broadband router Internal fibre box (ONT) External fibre connection unit (CTU) 	<ul style="list-style-type: none"> CTU installed to exterior of property (no appointment required) Engineer visits property to install ONT and router (appointment required)
VOIP Lightstream (phone and broadband delivered over fibre)	<ul style="list-style-type: none"> Wireless broadband router Optical Network Terminal (ONT) – internal Customer Termination Unit (CTU) – external Master phone socket (NTE) connected to the ONT to provide telephone service Battery Back Unit (BBU) for phone service 	<ul style="list-style-type: none"> CTU installed to exterior of property (no appointment required) Engineer visits property to install ONT, router, NTE and BBU (appointment required)

If we provide a router for you to use with the service on or after 1st August 2019, the following conditions will apply;

- We will retain ownership of the router at all times.
- We will provide a lifetime warranty on any router we supply to you to use with the service. This means that we will repair or replace the router if it becomes faulty during the period you are taking the service from us. However, any deliberate or accidental damage to the router will not be covered. We will not be responsible for repairing faults on routers we have not supplied.
- When you terminate your broadband service with us, you must return the router we have supplied to us or (if we choose) make it available for collection in a reasonable condition, allowing for fair wear and tear.
- If you do not return the router we may charge you up to £50 for non-return. This will be shown on your final bill with KCOM.

Service details

IP Address Detail	
Standard Broadband	1 dynamic IP address
Fibre Broadband	1 static IP address

Traffic Management	
All Broadband	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

Available to ADSL addresses		Standard ADSL			
Data Allowances Available		20GB	50GB	150GB	Unlimited
Monthly Price		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online Billing	£25.00	£30.00	£35.00	£40.00
	Paper Billing	£26.50	£31.50	£36.50	£41.50
Non-Direct Debit	Online Billing	£26.00	£31.00	£36.00	£41.00
	Paper Billing	£27.50	£32.50	£37.50	£42.50
Connection Fee		£25.00			
Download speed		Check the speeds available to your postcode here			
Upload speed		Check the speeds available to your postcode here			
Over usage cost per GB		£1 per GB			N/A
Contract Term		12 months			
Early Termination Fee		£6.71	£10.25	£13.79	£17.33

Early Termination Fees are charged per month remaining in contract. Please note that all KCOM fixed-line broadband and phone-only services require a 30-day cancellation notice for full cease of service(s).

If you are moving address and wish to take your KCOM services to your new address, we recommend giving as much notice as possible to minimise disruption to service.

Available to all Fibre-enabled addresses		Standard Fibre				Superfast Fibre	
Data Allowances Available		20GB	50GB	150GB	Unlimited	150GB	Unlimited
Monthly Price		Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online Billing	£25.00	£30.00	£35.00	£40.00	£38.00	£42.00
	Paper Billing	£26.50	£31.50	£36.50	£41.50	£39.50	£43.50
Non-Direct Debit	Online Billing	£26.00	£31.00	£36.00	£41.00	£39.00	£43.00
	Paper Billing	£27.50	£32.50	£37.50	£42.50	£40.50	£44.50
Connection Fee		£25.00				£25.00	
Download speed		FTTH: 30Mbps FTTC: Check available speeds here				FTTH: 75Mbps FTTC: Check available speeds here	
Upload speed		FTTH: 15Mbps FTTC: Check available speeds here				FTTH: 20Mbps FTTC: Check available speeds here	
Minimum access speeds (download / upload) Mbps		FTTH: 30 / 10 FTTC: Check available speeds here				FTTH: 50 / 20 FTTC: Check available speeds here	
Over usage cost per GB		£1 per GB			N/A	£1 per GB	N/A
Contract Term		12 months					
Early Termination Fee		£6.71	£10.25	£13.79	£17.33	£15.91	£18.75

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Only available to FTTP addresses		Superfast Plus Fibre	Ultrafast Fibre	Gigafast Fibre
Data Allowances Available		Unlimited	Unlimited	Unlimited
Monthly Price		Inc. VAT	Inc. VAT	Inc. VAT
Direct Debit	Online Billing	£46.00	£50.00	£79.00
	Paper Billing	£47.50	£51.50	£80.50
Non-Direct Debit	Online Billing	£47.00	£51.00	£80.00
	Paper Billing	£48.50	£52.50	£81.50
Connection Fee		£25.00	£25.00	£25.00
Download speed		200Mbps	400Mbps	900Mbps
Upload speed		35Mbps	35Mbps	50Mbps
Minimum access speeds (download / upload) Mbps		FTTH: 50 / 30 FTTC: Check available speeds here	FTTH: 50 / 30 FTTC: Check available speeds here	FTTH: 100 / 30 FTTC: Check available speeds here
Over usage cost per GB		N/A		
Contract Term		12 months		
Early Termination Fee		£21.58	£24.41	£44.95

Early Termination Fees are charged per month remaining in contract. Please note that all KCOM fixed-line broadband and phone-only services require a 30-day cancellation notice for full cease of service(s).

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