



Broadband & Fibre Packages

Introduction and 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 18 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)



<p>VOIP Lightstream (phone and broadband delivered over fibre)</p>	<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 • 'If you are taking service outside KCOM's original licensed network geographical area listed below, we will only provide a battery back-up unit if you do not have the ability to make calls from a mobile phone in the event of a power failure, you have poor mobile phone coverage or you are deemed at risk or vulnerable.' • Areas outside of KCOM's original licensed network geographical area: <ul style="list-style-type: none"> • Driffield • Nafferton • Market Weighton • Pocklington • Howden • Goole • Selby • Hornsea • Withernsea 	<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 BBU needed)
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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

Available to ADSL addresses only			KCOM ADSL	
Data Allowance			100GB	Unlimited
Monthly Rental (inc. VAT)	Direct Debit	Online Billing	£29.99	£34.99
		Paper Billing	£31.49	£36.49
	Non-Direct Debit	Online Billing	£30.99	£35.99
		Paper Billing	£32.49	£37.49
Connection Fee (inc. VAT)			£24.99	
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			£1.00 per GB	N/A
Contract Term			18 months	
Early Termination Fee (inc. VAT) ¹			£11.47	£16.25



Available to FTTC addresses only			Fibre Lite		Fibre 50	
Data Allowance			Unlimited	50GB	Unlimited	
Monthly Rental (inc. VAT)	Direct Debit	Online Billing	£29.99	£24.99	£34.99	£44.99
		Paper Billing	£31.49	£26.49	£36.49	£46.49
	Non-Direct Debit	Online Billing	£30.99	£25.99	£35.99	£45.99
		Paper Billing	£32.49	£27.49	£37.49	£47.49
Connection Fee (inc. VAT)			£24.99			
Download speed			Up to 30Mbps Check the speeds available to your postcode here	Up to 50Mbps Check the speeds available to your postcode here		
Upload speed			Up to 5Mbps Check the speeds available to your postcode here	Up to 15Mbps Check the speeds available to your postcode here		
Over usage cost per GB			N/A	£1.00 per GB	N/A	
Contract Term			18 months			12 months
Early Termination Fee (inc. VAT) ¹			£11.47	£6.70	£16.25	£25.32

Notes – Existing ADSL customers in exception areas will not be able to migrate onto Props 3.2 until they are FTTP enabled



Available to all FTTP addresses			Full Fibre lite	Full Fibre 50		Full Fibre 100	Full Fibre 175	Full Fibre 300	Full Fibre 400	Full Fibre 500	Full Fibre 750	Full Fibre 900	
Data Allowance			Unlimited	50GB	Unlimited								
Monthly Rental (inc. VAT)	Direct Debit	Online Billing	£29.99	£24.99	£34.99	£44.99	£39.99	£44.99	£49.99	£54.99	£59.99	£64.99	£69.99
		Paper Billing	£31.49	£26.49	£36.49	£46.49	£41.49	£46.49	£51.49	£56.49	£61.49	£66.49	£71.49
	Non-Direct Debit	Online Billing	£30.99	£25.99	£35.99	£45.99	£40.99	£45.99	£50.99	£55.99	£60.99	£65.99	£70.99
		Paper Billing	£32.49	£27.49	£37.49	£47.49	£42.49	£47.49	£52.49	£57.49	£62.49	£67.49	£72.49
Connection Fee (inc. VAT)			£24.99										
Download speed			30Mbps	50Mbps		100Mbps	175Mbps	300Mbps	400Mbps	500Mbps	750Mbps	900Mbps	
Upload speed			5Mbps	15Mbps		30Mbps	50Mbps	75Mbps	80Mbps	100Mbps	150Mbps	180Mbps	
Over usage cost per GB			N/A	£1.00 per GB	N/A								
Contract Term			18 months			12 months	18 months						
Early Termination Fee (inc. VAT)¹			£11.47	£6.70	£16.25	£25.32	£21.02	£25.80	£30.57	£35.35	£40.12	£44.90	£49.67

¹Early 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.

**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
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