



KCOM Smart Wi-Fi

Service Description

KCOM Smart Wi-Fi uses access points which work alongside the LightHub-A router to create a mesh Wi-Fi network. The technology allows remote diagnostics and automatically steers clients to their strongest performing connection. This service is to be used in conjunction with the LightHub-A router which will be provided free of charge as per of the service by Us to any customers who don't already have one.

The service components comprise of a Zyxel access point and LightHub-A router. We can provide up to 3 access points throughout the home.

Available to all customers on KCOM Consumer FTTP packages. For more details of these packages, please visit [here](#).

Contract term is 18 months as standard.

Engineer Visit

When taking a fibre to the premise service, a home visit by one of our engineers will be required if it is a new installation or if we otherwise decide we need to do a home visit.

Visit Charges

For visits which are not related to the installation of fibre to the premise, the follow charges may apply:

	One-off Charge (Inc VAT)
Standard Visit Charge	£120.00
Missed Appointment Charge	£120.00
Aborted Visit Charge	£120.00

Service Charges

Service	Monthly Rental	Includes
	Inc.VAT	
1 Access Point	£5.00	<ul style="list-style-type: none"> KCOM technical support for hardware Lifetime warranty for duration of contract
2 Access Points	£10.00	
3 Access Points	£15.00	

Please note – this is in additional the monthly rental of your Full Fibre product. For further information on our tariffs, please visit [here](#). KCOM Smart Wi-Fi is not subject to the annual price increases according to the Consumer Price Index. Please view the Universal Conditions <http://kcom.com/home/legal> for more information and full terms.



Hardware

We will provide the hardware for you to use as a mesh Wi-Fi solution with your Internet connection. You must acknowledge that any hardware provided will remain the property of KCOM. If your service is cancelled, you must return the hardware to us. If you do not return the hardware, we may charge you up to £40 for non-return. This will be shown on your final bill with KCOM.

You must take reasonable care of the hardware whilst it is in your home, and you must protect it from accidental damage. In addition, you must not allow anyone other than us to carry out any repairs or maintenance work on the hardware.

You will be responsible for the cost of repair or replacement hardware if it is lost or damaged as a result of accidental damage or you failing to take proper care of them. However, we will be responsible for any problems you experience with the use of the hardware that can be attributed to any defects with the materials or manufacture. We will repair or replace any defective items free of charge within the duration of the contract with a new or as new hardware of the same specification as the hardware being replaced.

Early Termination Charges

KCOM Smart Wi-Fi is subject to an 18-month contract. If you want to end your contract, you must give at least 30 days' notice to terminate the agreement and return the access point/s to us using the returns process. Non-return access points may incur a non-return charge as noted in the above section.

Please note – if you choose to end your broadband contract then early termination charges may apply for your broadband service.