

## Fibre 75

### 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

Fibre 75 package is only available via FTTC and for eligible customers – not available for new sale.

#### 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.

### Eligibility

Available for FTTC KCOM customers who had their speed decreased as part of KCOM's discontinuation of legacy packages from 75Mbps to 50Mbps between May and December 2021.

If you are eligible for this product, you will be notified by KCOM between 1<sup>st</sup> January – 31<sup>st</sup> March.

### 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

You won't be entered into a new contract. If you're currently in contract, your contract period will continue as normal.

### Equipment

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 FTTC addresses only			Fibre 75
<b>Data allowance</b>			<b>Unlimited</b>
<b>Monthly Rental (inc. VAT)</b>	Direct Debit	Online Billing	£34.99
		Paper Billing	£36.49
	Non-Direct Debit	Online Billing	£35.99
		Paper Billing	£37.49
<b>Download speed</b>			Up to 75Mbps <a href="#">Check the speeds available to your postcode here</a>
<b>Upload speed</b>			Up to 20Mbps <a href="#">Check the speeds available to your postcode here</a>
<b>Over usage cost per GB</b>			N/A
<b>Contract term</b>			N/A
<b>Early Termination Fee (inc. VAT)<sup>1</sup></b>			£16.25

<sup>1</sup>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.

IP Address Detail	
Fibre Broadband	1 static IP address

Traffic Management	
All Broadband	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> . For information on Traffic Management, visit <a href="#">here</a> .