

# Connect Fibre Business Complete

## 1. Connection & Hardware Charges

Service	Connect Fibre Complete 75	Connect Fibre Complete 150	Connect Fibre Complete 300	Connect Fibre Complete 500	Connect Fibre Complete 750	Connect Fibre Complete 900
	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
Connection 50 metres (Upfront) – ONT only	£41.88	£41.88	£41.88	£41.88	£41.88	£41.88
Connection 50 metres (Upfront) - ONT and router* are located together within 48 metres usable of fibre entrance	£41.88	£41.88	£41.88	£41.88	£41.88	£41.88
Cate5e (100m, 90m usable). Note: inclusive in initial install only	£51.00	£51.00	£51.00	£51.00	£51.00	£51.00
Migration from Connect Broadband Fibre Business services (same CP)	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Migration from Connect Broadband Fibre Business / Connect Broadband Fibre Business Complete / Retail LightStream to Connect Broadband Fibre Business Complete (different CP)	£20.94	£20.94	£20.94	£20.94	£20.94	£20.94
<b>Non-Roll-out Connection</b> Existing or Non existing Duct, New FTTP inc. Wireless Access Point with up to 50m install from router**	£2500.00	£2500.00	£2500.00	£2500.00	£2500.00	£2500.00
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 DGA4231 or Zyxel XMG3927. Ownership of a KCOM supplied router remains the property of KCOM.

\*\* Subject to Excess Construction Charges

## 2. Monthly Rentals

Service	Operative Date	Connect Fibre Complete 75 (UL)*	Connect Fibre Complete 150 (UL)*	Connect Fibre Complete 300 (UL)*	Connect Fibre Complete 500 (UL)*	Connect Fibre Complete 750 (UL)*	Connect Fibre Complete 900 (UL)*	
		Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	
Monthly Rental 12-month contract Line rental inclusive**	19/09/22	£38.24	N/A	N/A	N/A	N/A	N/A	
Monthly Rental 24-month contract Line rental inclusive**	19/09/22	£33.99	£38.13	£42.12	£46.05	£54.27	£70.54	
Monthly Download Allowance	19/09/22	Unlimited						
Monthly Upload Allowance	19/09/22	Unlimited						
Termination Payments***	19/09/22	£19.01 <sup>1</sup>	£23.26 <sup>2</sup>	£23.15	£27.14	£31.07	£39.29	£55.56

\* Data product includes 1 fixed IP address. Please see section 3 for IP Bolt on detail.

\*\* Line rental is included in the monthly rental charges. Please see section 5 for PAYG voice call charges.

\*\*\* In the event of early termination, these charges will apply for each month remaining of the Initial Term of the applicable Order.

<sup>1</sup> 12-month contract <sup>2</sup> 24-month contract

### 3. Connect Fibre Bus Complete – Bolt Ons

Bolt Ons	Operative Date	Connection Charge	Monthly Rental Charge
		Ex VAT	Ex VAT
Unlimited UK Landline and Mobile calls *	19/09/22	£0.00	£8.38
IP bolt on (1 additional address) **	19/09/22	£0.00	£4.19
IP bolt on (2-5 additional addresses) **	19/09/22	£0.00	£4.19

\* Unlimited & Anytime Local, National & Mobile Calls, Calls to 0845 and 0870 numbers (fair usage policy may apply). No set-up fees on calls made within inclusive allowances.

\*\* Additional IP addresses are subject to RIPE approval. Only one IP bolt on may be purchased per customer line.

## 4. Connect Fibre Bus Complete – Call charges

### Fair Usage Policy

Packages that include Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) and/or Mobile calls are subject to a Fair Usage Policy. If, in Our reasonable opinion, Your Customers' use of 'unlimited,' 'inclusive' or 'free' calls is inconsistent with normal usage and/or any of Your Customers use 'unlimited,' 'inclusive' or 'free' calls irresponsibly by staying connected to a call for an excessive period We reserve the right to:

1. withdraw any 'unlimited,' 'inclusive' or 'free' calls; and/or
2. disconnect any call; and/or charge You Our standard rates for any calls exceeding those reasonably expected of a business using this service

### Administration charge

This charge will apply per line/channel on orders rejected due to incomplete information and cancellation of in- flight orders (per line/channel on that order).

Administration Charge	
Ex VAT	£6.00

### Call charges

The tariff below covers call charges for all voice call options

**Calls made from lines on this tariff are subject to a 3.00p (exc. VAT) set-up fee.**

### National Destinations

		PAYG	Bolt on
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Code	Type Of Call / Destination	Pence Per Minute	Call Setup Fee (Pence)	Pence Per Minute	Call Setup Fee (Pence)
		At All Times	At All Times	At All Times	At All Times
		Ex VAT	Ex VAT	Ex VAT	Ex VAT
K <sup>a</sup>	KC Local ~ Calls between KC local lines	0.00	3.00	0.00	0.00
A1	KC Local ~ Calls between KC local lines	0.00	3.00	0.00	0.00
B	National Destinations	0.74	3.00	0.00	0.00

<sup>a</sup> Excluding calls to KCOM indirect customers and ISDN data calls.

## Call Charges to Mobile Phones

Code Destination	Type of Call Destination	PAYG			Bolt on		
		Pence per Minute		Call Setup Fee (Pence)	Pence per Minute		Call Setup Fee (Pence)
		Daytime	Evening / Weekend	At All Times	Daytime	Evening / Weekend	At All Times
		Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
MB01	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB02	Mobile Telephones	15.000	15.000	3.00	0.00	0.00	0.00
MB03	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB04	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB05	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB06	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB07	Mobile Telephones	15.00	15.000	3.00	0.00	0.00	0.00
MB08	Mobile Telephones	15.00	15.00	3.00	0.00	0.00	0.00
MB09	Mobile Telephones	11.064	11.064	3.00	0.00	0.00	0.00
MB10	Mobile Telephones	15.000	15.000	3.00	0.00	0.00	0.00

MB11	Mobile Telephones	14.000	14.000	3.00	0.00	0.00	0.00
MB12	Mobile Telephones	11.250	11.250	3.00	0.00	0.00	0.00
MB13	Mobile Telephones	15.000	12.732	3.00	0.00	0.00	0.00
MB14	Mobile Telephones	9.600	9.600	3.00	0.00	0.00	0.00
MB15	Mobile Telephones	10.602	10.602	3.00	0.00	0.00	0.00
MB16	Mobile Telephones	9.000	9.000	3.00	0.00	0.00	0.00
MB17	Mobile Telephones	9.498	9.498	3.00	0.00	0.00	0.00

## International call charges

Type of Call / Destination	Price in Pence Per Minute		Call Setup Fee (Pence)
	At All Times		At All Times
	Ex VAT		Ex VAT
	International Landline	International Mobile	All types
Afghanistan	23.64	23.64	3.00
Albania	10.52	27.84	3.00
Algeria	6.08	32.40	3.00
Andorra	2.48	18.32	3.00
Angola	7.66	8.56	3.00
Anguilla	6.88	19.28	3.00
Antigua & Barbuda	13.60	22.92	3.00
Antilles Netherlands	39.00	39.00	3.00
Argentina	3.00	3.00	3.00
Armenia	10.58	18.68	3.00

Aruba	9.26	21.58	3.00
Ascension	92.15	92.15	3.00
Australia	1.38	1.38	3.00
Austria	1.52	1.52	3.00
Azerbaijan	22.24	22.24	3.00
Azores	12.00	N/A	3.00
Bahamas	20.24	20.24	3.00
Bahrain	4.20	9.40	3.00
Bangladesh	3.96	3.96	3.00
Barbados	8.66	19.00	3.00
Belarus	24.92	24.92	3.00
Belgium	1.50	2.71	3.00
Belize	23.40	23.40	3.00
Benin	22.22	22.22	3.00
Bermuda	3.18	3.18	3.00
Bhutan	8.22	8.22	3.00
Bolivia	13.30	13.30	3.00
Bosnia-Herzegovina	12.48	24.57	3.00
Botswana	5.52	19.82	3.00
Brazil	1.96	1.96	3.00
Brunei Darussalam	1.84	2.62	3.00
Bulgaria	1.78	5.36	3.00
Burkina Faso	21.22	27.50	3.00
Burundi	6.48	11.70	3.00
Cambodia	3.54	3.54	3.00
Cameroon	12.84	22.34	3.00
Canada	1.24	1.24	3.00
Canary Islands	4.82	16.20	3.00
Cape Verde	16.74	26.30	3.00
Cayman Islands	4.82	6.20	3.00
Cent. African Republic	43.88	N/A	3.00

Chad	25.56	N/A	3.00
Chile	1.50	1.50	3.00
China	1.50	1.50	3.00
Christmas Island	67.00	82.00	3.00
Cocos Islands	67.00	71.00	3.00
Colombia	13.94	13.94	3.00
Comoros	27.80	35.82	3.00
Congo	39.86	39.86	3.00
Cook Islands	58.28	58.28	3.00
Costa Rica	2.10	5.60	3.00
Ivory Coast	21.80	26.30	3.00
Croatia	1.35	29.60	3.00
Cuba	59.00	84.82	3.00
Cyprus North	19.00	19.00	3.00
Cyprus	1.33	3.00	3.00
Denmark	1.04	1.04	3.00
Diego Garcia	174.08	174.08	3.00
Djibouti	36.00	36.00	3.00
Dominica	7.78	21.54	3.00
Dominican Republic	2.34	2.34	3.00
Ecuador	10.70	10.70	3.00
Egypt	8.76	8.76	3.00
El Salvador	19.82	19.82	3.00
Equatorial Guinea	19.22	19.22	3.00
Eritrea	25.20	25.20	3.00
Estonia	1.58	1.58	3.00
Ethiopia	25.50	25.50	3.00
Falkland Islands	76.00	76.00	3.00
Faroe Islands	17.24	17.24	3.00
Fiji	23.14	23.14	3.00
Finland	3.70	3.70	3.00



France (Inc. Monaco)	0.90	1.92	3.00
French Polynesia	19.08	19.08	3.00
Gabon	42.66	48.60	3.00
Gambia	47.92	48.60	3.00
Georgia	6.18	8.00	3.00
Germany	1.48	3.26	3.00
Ghana	22.70	22.70	3.00
Gibraltar	3.52	21.34	3.00
Greece	1.28	1.28	3.00
Greenland	54.44	54.44	3.00
Grenada	9.24	9.24	3.00
Guadeloupe	1.78	22.94	3.00
Guam	1.20	20.00	3.00
Guatemala	14.50	14.50	3.00
Guinea	45.60	45.60	3.00
Guyana	24.64	35.00	3.00
Haiti	31.08	31.08	3.00
Honduras	13.60	13.60	3.00
Hong Kong	1.52	1.52	3.00
Hungary	1.26	1.26	3.00
Iceland	1.42	7.24	3.00
India	1.62	1.62	3.00
Indonesia	7.56	7.46	3.00
Iran	5.64	6.86	3.00
Iraq	5.36	19.42	3.00
Ireland, Republic of	1.03	24.66	3.00
Israel	1.10	2.56	3.00
Italy	1.27	57.00	3.00
Jamaica	9.44	23.94	3.00
Japan	3.28	10.38	3.00
Jordan	9.82	12.40	3.00

Kazakhstan	5.38	12.12	3.00
Kenya	8.10	8.10	3.00
Kiribati	54.74	67.00	3.00
Korea (North)	58.52	67.00	3.00
Kuwait	6.30	6.30	3.00
Kyrgyzstan	13.78	13.78	3.00
Laos	5.26	15.00	3.00
Latvia	2.00	58.60	3.00
Lebanon	9.56	17.90	3.00
Lesotho	18.78	22.38	3.00
Liberia	43.66	43.66	3.00
Libya	21.92	31.52	3.00
Liechtenstein	7.87	62.00	3.00
Macedonia	12.02	26.00	3.00
Madagascar	44.00	44.00	3.00
Malawi	7.84	7.84	3.00
Malaysia	1.14	2.20	3.00
Maldives Islands	75.02	75.02	3.00
Mali	21.18	21.18	3.00
Malta	1.60	6.00	3.00
North Mariana Islands	2.56	67.00	3.00
Marshall Islands	23.52	67.00	3.00
Martinique	1.88	6.34	3.00
Mauritania	44.00	44.00	3.00
Mauritius	10.16	10.16	3.00
Mexico	1.46	3.80	3.00
Micronesia	19.36	50.00	3.00
Moldova	13.60	19.52	3.00
Monaco	7.28	34.84	3.00
Mongolia	4.12	15.00	3.00
Monserrat	15.08	15.08	3.00

Morocco	15.12	40.02	3.00
Mozambique	6.66	9.60	3.00
Myanmar	29.42	67.00	3.00
Namibia	4.94	11.88	3.00
Nauru Island	91.26	91.26	3.00
Nepal	11.68	11.68	3.00
Netherlands	1.50	1.50	3.00
New Caledonia	17.52	67.00	3.00
New Zealand	1.24	4.72	3.00
N. Mariana Islands	2.56	15.00	3.00
Norway	1.38	6.42	3.00
Oman	10.88	28.62	3.00
Pakistan	11.16	11.16	3.00
Palau	22.96	35.00	3.00
Panama	3.60	13.40	3.00
Papua New Guinea	65.40	65.40	3.00
Paraguay	3.36	12.38	3.00
Peru	1.46	8.90	3.00
Philippines	12.18	16.62	3.00
Poland	2.02	29.88	3.00
Portugal	1.74	2.36	3.00
Puerto Rico	1.30	10.00	3.00
Qatar	15.70	19.62	3.00
Reunion	1.44	9.54	3.00
Romania	1.50	5.70	3.00
Russia	6.06	16.76	3.00
Rwanda	29.14	31.38	3.00
Samoa U.S.	3.12	3.12	3.00
Samoa West	52.44	52.44	3.00
San Marino	64.60	64.60	3.00
Sao Tome & Principe	96.74	96.74	3.00

Saudi Arabia	9.00	13.88	3.00
Senegal	17.22	56.42	3.00
Seychelles	24.78	24.78	3.00
Sierra Leone	45.00	45.00	3.00
Singapore	1.23	1.23	3.00
Korea (South)	1.12	2.68	3.00
Spain	1.24	1.24	3.00
Sri Lanka	12.86	12.86	3.00
St Helena	76.00	76.00	3.00
St Kitts & Nevis	9.18	23.18	3.00
St Lucia	8.64	21.96	3.00
St Pierre et Miquelon	18.10	42.50	3.00
St Vincent & Grenadines	9.76	23.96	3.00
Sudan	12.32	12.32	3.00
Surinam	20.66	30.00	3.00
Swaziland	4.54	16.64	3.00
Sweden	1.16	3.06	3.00
Switzerland	1.40	12.68	3.00
Syria	10.22	17.40	3.00
Taiwan	1.42	10.60	3.00
Tajikistan	14.42	20.00	3.00
Tanzania	12.96	12.96	3.00
Thailand	1.68	1.68	3.00
Togo	35.10	39.64	3.00
Tokelau	120.00	120.00	3.00
Tonga	35.10	39.64	3.00
Trinidad & Tobago	6.96	19.74	3.00
Tunisia	43.24	45.46	3.00
Turkey	1.70	1.70	3.00
Turkmenistan	11.08	30.00	3.00
Turks & Caicos Islands	9.32	21.50	3.00

Tuvalu	50.68	80.00	3.00
United Arab Emirates	16.24	18.00	3.00
Uganda	8.16	30.00	3.00
Ukraine	10.02	10.02	3.00
Uzbekistan	6.76	6.76	3.00
Vanuatu	36.92	80.00	3.00
Vatican City	12.00	N/A	3.00
Venezuela	1.64	1.64	3.00
Vietnam	5.64	5.64	3.00
Virgin Islands U.K.	8.66	22.24	3.00
Virgin Islands U.S.	1.44	42.50	3.00
Yemen	15.40	15.40	3.00
Zaire	67.00	N/A	3.00
Zambia	7.24	14.76	3.00
Zimbabwe	8.74	70.35	3.00

## 5. Supplementary Services

Please refer to [Wholesale Line Rental \(kcomhome.com\)](http://kcomhome.com)

## 6. Other Charges

Additional One-off Requirements	Operative Date	Connection Charge	Monthly Rental Charge
		Ex VAT	Ex VAT
Replacement Router	19/09/22	£80.00	N/A
Temporary Suspension / Resumption charge	19/09/22	£3.00	N/A
Cancellation charge – 2 or more working days after order placed	19/09/22	£6.00	N/A
Expedite Category 1* & 2*	19/09/22	£250.00	N/A
Expedite Category 3* & 4*	19/09/22	£450.00	N/A
Expedite Other*	19/09/22	P.O. A	N/A
Same Day Fix 5 Days per Week SLA 1 2	19/09/22	N/A	£6.00
Same Day Fix 7 Days per Week SLA 1 3	19/09/22	N/A	£8.00

\* 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.

Category 2 - Jointing required to liven up fibre at CSP/CTU, install also required.

Category 3 - Cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

Category 4 - Civils required to lay ducting, cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

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

<sup>2</sup> Same day fix for faults reported before 1200 Monday to Friday

<sup>3</sup> Same day fix for faults reported before 1200 Monday to Sunday

Service	Ex VAT
Missed Appointment Charge	£83.75

**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.

The Connect Fibre Bus Complete 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.)