

KCOM

THE POWER IS ALL YOURS

Mid-year update 2025/26



The six months to September 30, 2025 have continued to see steady progress for KCOM as the UK's most reliable fibre network.

Our focus has been to build on our leading position in the region and redefine the power of connectivity for our customers and partners with pioneering products, service and experience.

We empower our customers and communities to do more with their connectivity, both through delivering safe, fast and reliable broadband and also through our extensive community outreach work, which makes Hull, East Yorkshire and North Lincolnshire a thriving place to live, work and play. This mid-year report provides an overview of key activities in these areas.

Awards & Recognition

This year, KCOM's work has been recognised by the UK Fibre Awards. KCOM scooped a hat-trick of awards in June, winning in three categories including Best Digital Inclusivity, Community Champion and Marketing Team of the Year for our "The power is all yours" campaign. KCOM was also runner-up for the Overall Fibre Provider of the Year category, in which we were highly commended.



KCOM also scored six award shortlist nominations, more than any other company, at the 2025 ISPA awards including in the categories: Best Consumer ISP (over 100k customers), Best Business ISP, Best Community Engagement, Engineer of the Year, DEI Champion and Best Inclusion Champion.

Network Innovations



In August 2025, after a successful trial with other local providers, KCOM launched its Public Infrastructure Access (PIA) reference offer product. This enables other providers to access KCOM's passive network infrastructure and paves the way for future infrastructure sharing and a further increase in choice for customers across the region.

Our commitment to providing an exceptional experience for customers has been enhanced by driving operational improvements during this six-month period. These include offering same day appointments, a 60% increase on faults fixed same or next day and fixing faults two days quicker on average.

Ofcom's 'Comparing Customer Service' report, May 2025, reports KCOM as having the fewest faults per 1,000 customers per month, making us the UK's most reliable network.

As our customers' demands for ever more data and faster speeds grow year-on-year, our plans to deliver next-generation XGS-PON enabled technology continues apace, paving the way for symmetrical upload and download speeds of up to 10Gbps. We expect our first customers to be connected on that new hardware next financial year.

KCOM Consumer

Our relentless focus on providing excellent customer service and market leading connectivity has paid dividends in the first half of this year for KCOM Consumer.

Investment in our Hull-based customer champion teams has enabled us to significantly lower average customer call waiting times and deliver a more seamless customer experience.

KCOM's partnership with Amazon eero continues to flourish, providing an enhanced in-home experience for customers while our Trustpilot and tNPS scores has continued to rise. Renewing and retaining our customer base continues to go well, with thousands of customers who had previously left, now returning to KCOM.

In October, KCOM once again took part in National Customer Service Week. As members of the Institute of Customer Service (ICS), the business used the event to highlight key themes such as evolving customer needs, service with respect and recognition, with activities aimed at raising awareness and enhancing service culture at KCOM.



KCOM Enterprise

It has been a busy six months for our Enterprise division as it launched a series of high-profile partnerships, creating new opportunities within the business and wholesale sector. A highlight was attending Business Day 2025 in June, connecting with customers and sharing what we do with the region's business community.



Enterprise launched a high-profile public sector Wi-Fi partnership with East Riding of Yorkshire Council – connecting 13 outdoor town centres and 66 council venues with more than 2,000 daily

users, creating more than £2.63m in social and economic value in the region and generating £2.43 of social impact for every £1 spent.

Enterprise was also appointed to the YPO public sector framework for Connectivity and Telecommunications Services - unlocking further potential for KCOM to deliver services to the public sector. KCOM was awarded a position on five "lots" of the YPO 1229 Network Connectivity and Telecommunication Solutions 2 Framework: Wide Area Network (WAN) Services, Local Area Network (LAN) Services, Education Connectivity and Associated Services, Cyber Security Solutions and Communication Services.

Our relationships with our wholesale and business partners remain of paramount importance and we continue to work closely with them to innovate and develop solutions that support delivery of their strategies.

The business has also invested in recruitment, training and upskilling for its sales and customer-facing teams, resulting in a significant uplift in the business's ability to deliver an exceptional customer service.

Group Services

Progress has been made on key programmes within our Group Services team within the past six months, with a key focus being setting teams up for success in delivering for customers

The Regulatory team has continued to work with Ofcom and the Department for Science, Innovation and Technology (DSIT) on key issues, particularly the Public Switched Telephone Network (PSTN) switchover, the launch of the new PIA Reference Product Offer and the forthcoming Hull Telecoms Access Market Review (TAR) 2026.

Sustainability

Sustainability is embedded into KCOM's strategy and the business is committed to being a great place to work that's dedicated to its community and the environment.

Environment

We've made solid progress in the year to date, as we continue on our journey to becoming a sustainable, net zero business by 2040. We've continued to work closely with our local communities to support digital inclusion and taken further steps to reduce our environmental impact.

This year we achieved our highest ever sustainability score – as measured by GRESB (Global Real Estate Sustainability Benchmark) – scoring 88 on the environmental impact measure. This is used as a benchmark by thousands of businesses around the world to measure how successfully they're achieving their sustainability targets.

KCOM has continued to implement its energy efficiency strategy, resulting in a 6% reduction in purchased electricity consumption compared to FY24.

We also remain focused on transitioning our commercial fleet to electric vehicles (EVs). While the pace of adoption is influenced by practical factors such as vehicle range and regional charging infrastructure, we have already introduced a number of EVs into our fleet.

To support this transition, we continue to develop our vehicle telematics system, introduced last year. This system enables more efficient fleet operations and will play a critical role in expanding our EV usage over time.

Our Health and Safety team is leading the way in keeping our people safe at work. We have achieved more than 1.5m hours worked since our last recordable injury and nearly one million hours worked since our last Lost Time Injury (LTI) incident.



Community

In the six months to September 30, 2025, KCOM's engagement team has continued to drive digital inclusion across our region.

KCOM's Digital Inclusion Grants have now donated more than £120,000 to 12 local groups delivering vital schemes to bridge the digital divide. These include projects ranging from internet safety and creativity workshops for children to online job skills training for adults.

Running alongside this, our Community Grants scheme continues to support charities that strive to improve life for local people in the region.

Between April and September, KCOM employees donated a total of 500 volunteering hours to local community groups, including litter picking, tree planting, venue painting and delivering digital inclusion and STEM activities for schools and charity groups.



Dozens of KCOM volunteers were proud to take part in a major charity construction event in May when the BBC's DIY SOS team visited Beverley. KCOM provided the connectivity for the project, which was to build a youth centre from scratch. The finished results will receive national attention when it is broadcast in December 2025.



The Learning Zone, situated in KCOM's Carr Lane offices, welcomed more than 1,000 children and young people via partnerships with groups such as Hull & East Riding Children's University and Digital Grant Winners Creative Briefs. December 2025 marks the 15th anniversary of the opening of the Learning

Zone which was opened by Hull MP and former Home Secretary Alan Johnson in 2010.



In July, we presented a further 35 full Kappa football strips to local youth football teams as part of our ongoing KCOM Kits scheme, in partnership with Hull City. This popular scheme, which donates one full team kit for every league goal scored by Hull City at home, has now donated more than 500 team kits to grassroots clubs in the region, benefitting thousands of children.



As Hull City's Official Community Partner we have also given away more than 500 tickets for Hull City matches to local schools, colleges, charities, and community organisations.

In September, KCOM was announced as new Community and Connectivity Partner with Hull ice hockey team Hull Seahawks. This will harness KCOM's technical expertise to bring world class connectivity to the Seahawks' home at the Hull Ice Arena - and enhance fans' match-day experience both online and in the arena.



We also became a Gold Community Partner for Beverley Rugby Union Football Club in September.

Colleagues

For our teams, the past six months have seen a variety of inclusion and engagement activities within the business.

These have included our inaugural Culture Day in April, a day of showcasing different cultures and heritages within the business, events for Black History Month, spotlighting women in STEM and participation in National Inclusion Week in September.

KCOM once again led from the front at August's Pride in Hull event as a Platinum Partner for the third year in a row, demonstrating the company's commitment to supporting diversity and inclusion in the workplace and beyond.



The Inclusion Team goes from strength to strength, holding themed weeks and events to reflect the diverse nature of KCOM employees and to make everyone feel welcome within the business. This year the Inclusion Team has welcomed a Veterans' Group representing former members of the armed forces.

