KCOM Broadband Plus
Only available where FTTP is not available.

1. Service description

KCOM Broadband Plus products are based on an ADSL technology. KCOM Broadband provides internet access with connection speeds that vary, depending on your line length from the telephone exchange. A connection charge applies to customers that require a new analogue line. For connection charges please refer to: **Analogue lines**

Customer Requirements
- A new or existing KCOM telephone line is required to deliver the ADSL
- Ethernet LAN running TCP/IP (100 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.
- An internet ready device
- All customers should consider the security of their PC. KCOM recommends the use of current anti-virus software and firewall protection. Email anti-virus protection is provided with email POP accounts.

Any data used in excess of your allowance is rounded up to the next whole Gb and charged according to the rate detailed below.

2. Engineer visit

We will provide you with an AM or PM appointment. Missed appointment charges apply for any missed installation dates. See charges here.

3. Connection & hardware charges

Service	Charge
	Ex. VAT
Connection charge	£50.00
Reconnection fee when moving premises (teleworker, Bronze & Silver have no site visit)	£40.00
Reconnection fee when moving premises (Gold & Platinum only)	£55.32
Reconnection fee when moving premises (take over telephone line and move Broadband)	£60.00
Reconnection fee when moving premises (Install line & move broadband)	£165.00
Downgrade of service	£180.00
Replacement Hardware	£80.00
Analogue line installation	£144.00

4. Summary Product Table

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Service	Operative Date	Teleworker Plus	Bronze Plus	Bronze Plus 150	Silver Plus	Gold Plus	Platinum Plus
12-month contract	21/08/20 – 30/06/22	£20.00	£25.00		£50.00	£75.00	£100.00
	01/07/22 -31/05/23	£24.00	£30.00	£42.00	£60.00	£90.00	£120.00
	01/06/23	£32.40	£40.50	£56.70	£81.00	£121.50	£162.00
24-month contract	01/07/22 -31/05/23			£36.00			
	01/06/23			£48.60			
Included Router		Wireless Router				Cisco 867 VAE	
Monthly Download Allowance		20GB	50GB	150GB	Unlimited[1]		
Monthly Upload Allowance		Unlimited[1]					
Additional Usage Charge		£1.00 ex VAT for every GB or part thereof			N/A		
Downstream Speed		Up To 24Mbps					
Upstream Speed		Up To 1Mbps					
IP Addresses		Dynamic or /32	Dynamic or multiple static IP addresses available free[2]			Multiple static IP addresses available free[2]	
Email		5 POP mailboxes, each with 10 email aliases and 250MB storage[3]	SMTP feed or 5 POP mailboxes, each with 10 email aliases & 250MB storage[3]				
Included Services		Email anti-spam & anti-virus protection (including end user controls)			Email anti-spam & anti-virus Protection (including end user controls). Free .co.uk domain	Email anti-spam & anti-virus protection (including end user controls – POP only). Free .co.uk & .com domain	
Basic Webspace		50MB Basic webspace					
Business Webspace		N/A	100MB (subject to purchase of domain name separately)	n/a	250MB	500MB	1GB

[1] References to "unlimited" are to the unlimited download and upload allowances with a service. No other aspect of the service is "unlimited"
[2] Multiple static IP addresses are subject to RIPE approval (for all services) and require a no-NAT configuration with Bronze or Silver. Customers requiring a NAT scenario will need to discuss with their IT Support team, or upgrade to a KCOM Broadband Managed service (Gold or Platinum) IP ranges available are /32 /30 /29
[3] Maximum mail size that can be sent and received is 50MB

5. Service Levels

Service	Teleworker Plus	Bronze Plus	Bronze Plus 150	Silver Plus	Gold Plus	Platinum Plus
Required Service	Residential[4] or Business Line	Business Line				
Service Level Agreement – The KC Business Promise	Repair time: 2 working days[5] 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact			Repair time: 1 working day[5] 85% of calls answered in <60 sec 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact		Repair time: Same day fix[5][6] 90% of calls answered in <30 sec 95% of emails replied to within 1 working day 85% of issues fixed at first point of contact
Technical Support	Contact hours – Mon to Fri: 0700 – 2200 Saturday: 0700 – 1800 Sundays and Bank Holidays[7]: Closed				UK-based 0800 (Freephone) 24 x 7 online and telephone fault logging, with priority fix. Fully managed by the KC Network Support team, including daily monitoring and diagnostics, and remote fixes - minimising disruption to your business	
Managed Service	No				Yes - includes remote monitoring and fixing and lifetime free replacement router[8]	
Lead Time	5-10 Working Days				Up To 10 Working Days	

[4] Consolidated billing to head office
[5] excluding network outages, telephony faults, or faults that require ongoing monitoring; working days are Monday-Friday and exclude Bank Holidays
[6] Same day fix for faults reported before 1200 Monday to Friday
[7] Excluding Christmas Day, Boxing Day and New Year's Day
[8] Lifetime replacement router available whilst the customer remains a Gold or Platinum customer

6. Early Termination Charges

Customers on a 12 or 24- month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term. Where a package is outside of the initial contract period and is being fully ceased, a 30 day notice requirement will apply, after which no additional charges will be raised.

7. Other charges

Service		Charge
		Ex. VAT
ADSL Micro-filter	Per Micro-filter	£2.49
Hardware Delivery Fee	Applies to all inclusive hardware	£5.41

8. Additional benefits for Gold & Platinum managed services

- Hassle free router configuration and installation by our qualified engineers
- Speedy repair times to keep your business up and running
- Lifetime warranty ensuring a swift router swap-out service
- 5 static IP addresses included in the price
- Free Helpdesk support included

9. Conditions

Customers on a 12-month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.

10. Customer availability & compatible services

KCOM Broadband Plus is only available to business customers on a standard KCOM telephone line. KCOM Broadband Plus prices apply to your high-speed Internet usage only, normal line rental and call charges apply to any telephony services you receive from KCOM over your telephone line.

KCOM Broadband Plus is not suitable for connection on ISDN2/2e, ISDN30/30e or Business Superway lines. Customers with ISDN2/2e or Business Superway will have to have their lines ceased and converted to normal phone lines for KCOM Broadband Max. ISDN30/30e customers will also need an additional analogue line in order to receive the service.

Fax users should note that Group 3, 2 or 1 fax machines may not function correctly due to frequency crossover problems. Therefore an additional analogue (telephone) line should be ordered when you still intend to use a fax machine.

Some Caller Display equipment may interfere with the broadband signal (Caller Display BT CD50 and Caller Display BT CD1500 are known incompatibilities). To check whether your caller display unit or telephone is compatible with broadband, please refer to the manufacturer or supplier.

KCOM recommends that alarm systems are not installed on broadband lines. Most alarm systems will operate as normal, but some which use 'out of band' (greater than 4 kHz) signalling will be incompatible. To check whether your alarm system is compatible, please refer to your alarm system manual or provider.

All services subject to availability, line test and confirmation.

All users of the service are subject to and must abide by our Acceptable Use Policy.