



KCOM eero Power Home

Service Description

KCOM offers the eero routers as standard with all our Full fibre broadband packages. eero is an Amazon company. For more details of our broadband packages, please visit [here](#).

KCOM Power Home allows customers to add additional eero 6+ routers for an additional monthly rental charge to create a Truemesh network through the home using Wi-Fi 6 technology and gigabit speeds.

Engineer Visit

eero Power Home does not require an engineer set up. Additional eero 6+'s will be sent out via an Amazon distribution and can be setup using the eero app.

Please note – you must have the eero app downloaded onto your smart phone or device. We recommend doing this ahead of your eero 6+ arriving.

KCOM can arrange an engineer visit to set up your eero 6+ router(s) for an additional charge.

Visit Charges

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

	One-off Charge (Inc VAT)
Standard Visit Charge	£80.00
Missed Appointment Charge	£120.00
Aborted Visit Charge	£120.00

eero Power Home Charges

Monthly charge	Monthly Rental Inc. VAT	Includes
Per additional eero 6+ router up to 4	£5.00	- KCOM technical support for hardware - Lifetime warranty for duration of contract - eero secure¹

Please note – this is in addition to the monthly rental for your Full Fibre broadband service. Each additional eero 6+ router provided by KCOM is subject to an additional monthly rental charge. For further information on our tariffs, please visit [here](#).

The monthly rental charges for additional eero 6+ routers are subject to the annual price increases according to the Consumer Price Index. Please see the Universal Conditions <http://kcom.com/home/legal> for more information and full terms.



Hardware

The eero 6+ has two Gigabit ethernet ports, in some cases you may require additional ports. These are readily available to purchase from retail stores on and offline.

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 with a new or as new hardware of the same specification as the hardware being replaced.

Return of Equipment

If your Lightstream broadband package is cancelled, you must return the router/s and the component parts that came with it to KCOM. If you do not return the hardware, we may charge you up to £100 for non-return, as KCOM retains ownership of eero 6+. This will be shown on your final bill with KCOM.

You must return the additional eero 6+ routers to us using the returns process. Non-return eero 6+ routers may incur a non-return charge. Upon cancellation you will be sent a prepaid bag to your address to make the return.

Early Termination Charges

If you have taken any additional eero 6+ routers as part of KCOM Power Home, you can terminate your agreement for those additional routers on 30 days' notice. No early termination charges are payable. You can find out more about our contract terms and the non-return charge in our [Price Manual](#).

Notes

¹eero Secure is a subscription provided as standard when KCOM provide you with an eero6+ router and offers the following features:

- eero Internet Backup
- Advanced security
- Block Ads
- Block and Allow
- Block apps
- Content Filtering
- Network Insights