



Roll Packages - Rolling Contracts

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

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.

Below is the connectivity type used for these products:

- **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

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 £3.50 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

The contract is on a rolling basis with a minimum commitment of 30 calendar days. After the first 30 days, continuing service renews monthly until either:

- a) The customer gives 30 days' written notice; or
- b) KCOM gives 30 days' notice in line with our terms.



Eligibility Criteria

Roll products are only available to new fibre broadband residential customers in postcodes HU1 - HU17 inclusive.

Installation

Installation of KCOM broadband or Lightstream to a customer's property may be subject to an activation fee – details of these can be found under the package profiles in the Service details section of this document.

Equipment and Installation Services

Unless otherwise stated, the cost of your KCOM broadband activation charge will include the equipment and installation shown below. Activation costs can be found in the Service Details section of this document.

KCOM Service	Equipment provided	Installation service	Activation Charge
FTTP Lightstream	<ul style="list-style-type: none"> Wireless broadband router Internal fibre box (ONT) External fibre connection unit (CTU) 	<ul style="list-style-type: none"> If property is already FTTP enabled: Router posted to customer premises and self-install required (£6.49 delivery fee) If property is not FTTP enabled: <ul style="list-style-type: none"> CTU installed to exterior of property (no appointment required) Engineer visits property to install ONT and router (appointment required) 	<ul style="list-style-type: none"> Free
VOIP Lightstream (phone and broadband delivered over fibre)	<ul style="list-style-type: none"> Wireless broadband router Optical Network Terminal (ONT) – internal Customer Termination Unit (CTU) – external Master phone socket (NTE) connected to the ONT to provide telephone service A Battery Back Unit (BBU) may be provided for phone service 'If you are taking service outside KCOM's original licensed network geographical area listed below, we will only provide a battery back-up unit if you do not have the ability to make calls from a mobile phone in the event of a power failure, you have poor mobile phone coverage or you are deemed at risk or vulnerable.' 	<ul style="list-style-type: none"> CTU installed to exterior of property (no appointment required) Engineer visits property to install ONT, router, NTE and BBU (appointment required if BBU needed) 	<ul style="list-style-type: none"> Free



Return of 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 £100 for non-return. This will be shown on your final bill with KCOM.

Service Details

Available to all FTTP addresses				Standard Monthly Rental ¹		eeros included
Broadband Package	Download Speed	Upload Speed	Data Allowance	Until 28/02/26 (inclusive)	From 01/03/26 (inclusive)	
Roll 300	300Mbps	300Mbps	Unlimited	£46.99	£49.99	1
Roll 900	900Mbps	500Mbps	Unlimited	£56.99	£59.99	2

Notes

¹Monthly rental is for Direct Debit and paper free methods only. For payment methods other than Direct Debit, please add £1.00. For paper bills, please add £2.50.

²eeros will be free of charge as part of the broadband package customers purchases.

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.



Please refer to the “Equipment and Installation Services” section for activation charges.

IP Address Detail	
Standard Broadband	1 dynamic IP address
Fibre Broadband	1 static IP address

Traffic Management	
All Broadband	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

Broadband Equipment		
Standard Fibre broadband router	eero 6+ router	£119.00 (Inc. VAT)

Please note, any router purchased as a one-off replacement will not be KCOM owned and therefore only under a 1 year warranty. You do not have to return this at the end of you KCOM broadband service and you will retain ownership at all times.