



KCOM eSIM

Introduction and Summary

KCOM eSIM is a domestic UK mobile service which is activated directly through the KCOM eSIM app. Without the need to insert a physical SIM card, eSIMs is a digital SIM card which is built directly into your devices chipset, allowing you to connect to a mobile network. You can transfer your number and activate your eSIM on your mobile device within minutes.

Most devices released from 2018 support eSIMs.

Travel data only add-ons are also available to purchase within the app to up to 200 countries worldwide.

Service Description

A prepaid mobile telecommunications service delivered via eSIM which offers:

- Unlimited UK data
- Unlimited minutes to UK standard landlines (starting 01, 02 & 03; excluding Isle of Man and Channel Islands), freephone numbers (080 prefix), emergency services (e.g. 999, 112 & others), non-emergency numbers (101, 105, 111, 119) and social value numbers (116 prefix)
- Unlimited minutes and SMS to standard UK mobiles (excluding Isle of Man & Channel Islands, and certain other non-standard operators)

Features which are not included in the plan include:

- Calls or texts to any number outside of the UK
- Data usage outside of the UK (unless a travel data add-on is purchased)
- Numbers starting with 08 (that are no freephone 080) such as 084 and 087 numbers)
- 070 and 076 numbers (these aren't mobile numbers)
- UK corporate and location-independent services (055 & 056 prefixes)
- Premium rate, short codes, directory, or subscription services; including 118 and those starting with 09
- MMS messages – you can use other applications such as WhatsApp and social media to share media



Pricing & Payments

Service	Price per month	Data allowance	Call allowance	SMS allowance	Has KCOM broadband and/or voice services
KCOM eSIM Unlimited	£16.00	Unlimited UK data ¹	Unlimited calls to UK landlines and mobiles ¹	Unlimited SMS to UK landlines and mobiles ¹	Yes
KCOM eSIM Unlimited	£26.00				No

¹Fair usage policy applies – to view this, please visit www.kcom.com/home/legal

Payment is pre-paid on a monthly basis within the KCOM eSIM app. Accepted payment methods include debit or credit card, Apple Pay or Google Pay. This tariff will auto-renew using your same payment method as your initial payment until you choose to turn it off, your payment method is removed, or we are unable to take payment. This will be billed separately to your KCOM services and will not appear on your KCOM monthly bill.

Prices of the travel add-ons can be found in the app, alongside the list of countries available. Plans available are:

- 1GB over 7 days
- 2GB over 15 days
- 5GB over 30 days
- 10GB over 30 days



Contract Term

KCOM eSIM is on monthly rolling contract lasting from the same date and the same time every month, based on the date of payment

For example, if you made payment on the 12th at 09.00am, your tariff will renew on the 12th at 09.00am each month after that

If your renewal date falls on a date that does not occur in a particular month, your tariff will renew on the previous day. For example, if your renewal date is the 31st, your tariff will renew on the 30th in a month where there is no 31st.

This tariff will auto-renew using your same payment method as your initial payment until you choose to turn it off, your payment method is removed, or we are unable to take payment

You can terminate your service by cancelling within the KCOM eSIM app or calling KCOM customer support