KCOM

KCOM PRO Team Wi-Fi Healthcheck

1. Introduction & summary

KCOM PRO Team Wi-Fi Healthcheck is designed to help customers get the best possible experience in their home from their broadband connection and any other services provided by KCOM.

This is a service for customers on Lightstream services only, with ADSL customers being referred on a case by case basis.

There are a number of different factors that can affect in-home connectivity and in particular on customers' wireless broadband experience. By conducting a survey of a customer's home, our KCOM PRO team can gain and provide customers with an understanding of what may be having an adverse effect on their in-home broadband experience and make sure their broadband connectivity can be optimised according to their particular needs.

2. Proposition details (key features / **what to expect** / included & not included)

Service	Price Inc. VAT
Wi-Fi Healthcheck (1hour)	£39

Approximate time on site = 1hr

During that time the engineer **will**…

- Conduct a Wi-Fi survey using specialist equipment to detect and let customers know of any factors that may be having an adverse effect on their in-home broadband speeds and connectivity.
- Identify and demonstrate clearly where the performance problems are being caused.
- Provide expert advice as to how the customer can optimise their in-home experience, and implement any remedial solutions, which can include:
  - o Replacement and/or optimisation of router and associated physical connections
  - o Re-location of ONT and/or router to the most appropriate location in the property
  - o Provide/install network extension hardware (Powerline adaptors, Cat 5 cabling, additional access points) to alleviate home network performance issues
- Ask the customer to confirm their recommendations and their satisfaction with the information they've provided and/or any work they've carried out.
- Leave the customer with a summary of all work carried out, and educational materials that help customers 'self-help' post-visit.

Once the engineer has left, the customer is responsible for their in-home set-up and Wi-Fi performance, excepting those circumstances where poor Wi-Fi performance is diagnosed as the fault of the KCOM provided router.

Charges for this service and any hardware used in the is at the discretion of KCOM, but will be fully disclosed to the customer in advance of any appointment, or the installation of hardware. If home access is not possible due to a missed appointment by the customer, then KCOM reserve the right to make a charge equivalent to the standard engineer missed appointment fee / the cost of the £39.

If there is a fault with a customer's broadband service that is due to a defect in any equipment or wiring that has not been provided by KCOM this will not be covered as part of this service.