

Broadband ADSL2+ UK

Broadband ADSL2+ (UK) is a nationally available ADSL2+ product available outside KCOM's original licenced area. All of these products are available at the highest possible speed your line can achieve, up a maximum 24Mbps downstream and 1Mbps upstream.

Charging Structure

Service	Contract Length	Home Office		Business Bronze		Business Silver		Business Gold	
		Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Migration Fee	1 month	£11.00	£13.20	£11.00	£13.20	£11.00	£13.20	£11.00	£13.20
	12 months	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
New Provision Connection Fee	1 month	£50.00	£60.00	£50.00	£60.00	£50.00	£60.00	£50.00	£60.00
	12 months	£40.00	£48.00	£25.00	£30.00	£0.00	£0.00	£0.00	£0.00
	24 months	N/A		£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Engineer Install		N/A							
Wireless Router*	1 or 12 months	£45.00	£54.00	£45.00	£54.00	£45.00	£54.00	£45.00	£54.00
	24 months	N/A						£0.00	£0.00

* A delivery charge of £4.25 ex VAT applies to all router options.

Monthly Fee

Monthly Rental All contract lengths	Home Office		Business Bronze		Business Silver		Business Gold	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
	£14.95	£17.94	£19.95	£23.94	£29.95	£35.94	£49.95	£59.94

Service Features:

	Home Office	Business Bronze	Business Silver	Business Gold
Maximum Speed Downstream	24Mbps			
Maximum Speed Upstream	1Mbps			
Total peak time usage allowance	10GB	50 GB + Free unmetered usage 11pm - 9am	100 GB + Free unmetered usage 11pm - 9am	Unlimited
Domain (.co.uk) & forwarding IP Address	No	Yes		
Email addresses	50			
Email anti-virus protection	Yes			
Service Level Agreement	Standard Care: 4 clock hour response, 48 clock hour repair			
Managed Service	No			
Helpdesk	0845			
Webspace included	250MB			
Webmail	Yes			