



KCOM ADSL Business Packages

Only supplied where FTTP is not available

1. Service description

KCOM ADSL Office packages enable customers to combine their fixed voice and broadband products on to one consolidated monthly bill. Six options are available to the customer depending on their business requirements. A connection charge applies to customers that require a new analogue line. For connection charges please refer to: [Analogue lines](#)

Based on ADSL technology, KCOM Broadband provides internet access with connection speeds that vary, depending on your line length from the telephone exchange.

Customer Requirements

- A new or existing KCOM telephone line is required to deliver the ADSL
- Ethernet LAN running TCP/IP (100 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.
- An internet ready device
- All customers should consider the security of their PC. KCOM recommends the use of current anti-virus software and firewall protection. Email anti-virus protection is provided with email POP accounts.

2. Engineer visit

We will provide you with an AM or PM appointment. Missed appointment charges apply for any missed installation dates. See charges [here](#).



3. Connection & hardware charges

Service	Charge
	Ex. VAT
Connection charge	£50.00
Reconnection fee when moving premises (with no site visit)	£40.00
Reconnection fee when moving premises (take over telephone line and move Broadband)	£60.00
Reconnection fee when moving premises (Install line & move broadband)	£165.00
Downgrade of service	£180.00
Replacement Hardware	£80.00
Hardware delivery fee (Applied to all inclusive hardware)	£5.41
Analogue line installation	£144.00



4. Summary product table

		Operative Date	Office Basic	Office Basic Plus	Office Essential	Office 150 Basic	Office 150 Basic Plus	Office 150 Essential	Office Unlimited Basic	Office Unlimited Basic Plus	Office Unlimited Essential
12-month contract	Ex. VAT	01/06/2019 -30/06/2022	£46.00	£50.00	£51.00	£51.00	£55.00	£56.00	£56.00	£60.00	£61.00
		01/07/2022 -31/05/2023	£55.20	£60.00	£61.20	£61.20	£66.00	£67.20	£67.20	£72.00	£73.20
		01/06/2023 -	£74.52	£81.00	£82.62	£82.62	£89.10	£90.72	£90.72	£97.20	£98.82
Voice Services – please see the call charges section of the 'Price Manual'											
Broadband Services											
Monthly Usage Allowance		50GB			150GB			Unlimited			
Included Router		Wireless Router									
Upstream Speed		Up to 1Mb/s									
Downstream Speed		Up to 24Mb/s									
Additional Usage charges per GB (Ex.VAT)		£1.00						N/A			
IP Addresses		Dynamic or multiple static IP addresses available free, subject to conditions attached to the KC Broadband Bronze Plus service maximum included: 5									
Email		SMTP feed for 5 POP mailboxes, each with 10 email aliases and 50 MB storage									
Included Services		Free .co.uk domain. Email anti-spam and anti-virus protection (including end-user controls)									
Basic Webspace		50MB basic webspace									
Business Webspace		100MB									
Discounts		Monthly Direct Debit - £1.00 Discount Per Month									

*References to “unlimited” are to the unlimited download and upload allowances with a service. No other aspect of the service is “unlimited”



5. Service Levels

Service	All KC Office Bundles
Required Service	Business analogue line
Technical Support	Contact hours – Mon – Fri 0700 to 2200 Saturday – 0700 to 1800 Sunday – Closed
Service Level Agreement – the KCOM Business Promise	Repair time: 2 working days* 85% of calls answered in <60secs 95% of emails replied to within 1 working day 75% of issues fixed at first point of contact
Managed Service	No
Lead Time	5-10 working days

*Excluding network outages, telephony faults, or faults that require ongoing monitoring; working days are Monday-Friday and exclude Bank Holidays

7. Early Termination Charges

Customers on a 12 or 24- month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.

Where the customer ceases their package but retains any of the services which are part of their original package, they will commence a new 12 month contract for that service.

Where a package is outside of the initial contract period and is being fully ceased, a 30 day notice requirement will apply, after which no additional charges will be raised.