



## General Notices

These notes are for guidance and not part of the conditions on which KCOM provides service. In any conflict between these notes and those conditions, the latter shall prevail.

### 1. Abortive work

Where an application for service is cancelled KCOM may charge the customer the amount which would have been payable for the minimum period of service at the rate in force when the work was rendered abortive. Where this is not ascertainable, an amount in relation to the cost of the work may be calculated.

### 2. Announcement of Price Changes

From 1st March 2024, we will be increasing the prices of some of our Consumer broadband packages. We are writing to all customers affected to explain these changes.

The table below provides a list of all the affected broadband packages and call bolt ons, showing the current and new charges.

Product	Type	Price (inc. VAT) Now	Change	Price (inc. VAT) New
ADSL: 100Gb	ADSL	£31.99	£2.00	£33.99
ADSL: Unlimited	ADSL	£36.99	£2.00	£28.99
Full Fibre 50: 50Gb	FTTP/FTTC	£24.99	£1.00	£25.99
Full Fibre Lite	FTTP/FTTC	£29.99	£1.00	£30.99
Full Fibre 50 (24m contract)	FTTP/FTTC	£36.99	£1.00	£37.99
Fibre 75	FTTC	£34.99	£2.00	£36.99
Full Fibre 100	FTTP	£41.99	£3.00	£44.99
Full Fibre 175	FTTP	£44.99	£3.00	£47.99
Full Fibre 300	FTTP	£49.99	£3.00	£52.99
Full Fibre 400	FTTP	£56.99	£4.00	£60.99

From 1st March 2024, we will also be increasing the **out of contract charge** for customers outside their minimum contract period on all broadband packages from £3 to £5 per month.

All prices are Inc. VAT and for direct debit and paper free payments.

For payment methods other than Direct Debit, please add £1.00. For paper bills, please add £2.50

### 3. Connection charge

A connection charge is payable in respect of any provision of telecommunications service (whether or not such provision involves the connection of apparatus); and any connection (whether direct or indirect) of a private attachment.

### 4. Rental charge

All rental prices quoted in this manual are the annual charge. Where rental payments are calculated for a period of less than one year, the calculation will be made on a daily basis.



## 5. Removals of connecting points

Where a customer applies for the removal within the same set of premises, alteration, or substitution of a service connecting point, KCOM may require the customer to give notice that he wishes to cease being provided with service by means of his existing connection point and to make a fresh application for service. Where KCOM accedes to the customer's request, the charge may be calculated according to man hour rates.

## 6. Take-over charge

Where KCOM provides telecommunication services at premises at which it was previously provided for another customer without any alteration to the means of provision of service, KCOM may require the customer to pay the applicable take-over charge.

## 7. Value added tax

All charges are subject to Value Added Tax (VAT) at the current rate. With the exception of charges for calls from Coin box telephone lines and Payphones, charges quoted exclude VAT which is added to the customer's bill as a separate item.

Columns in this manual which are headed 'Inc. VAT' show the cost inclusive of VAT, rounded up to the nearest whole penny or part, to help customers estimate total costs of the equipment and services. They are based upon the current rate of tax of 20%.

## 8. Out of normal hours working

Where a customer requests KCOM to carry out work to provide telephone service outside KCOM' normal working hours, the customer shall pay a charge for the work calculated by reference to KCOM' applicable man hour rate.

## 9. Obsolescent / discontinued

Products identified as obsolescent, discontinued or abbreviated OBS in this manual are not available for new supply. The price list should not be regarded as giving a definitive list of such products.

## 10. Administration charges

Description	Charge
Late Payment Fee (Residential)**	£7.50

Description	Inc. VAT
Administration fee for uncleared cheques or failed direct debits.	£24.00
Referral fee for transfer to debt collection agencies	£25.54

\*\*This late payment fee will be applied if payment has not been received within the 7 days following the due date on the bill.

This change is only applicable to the Residential late payment charge.



## 11. Wiring maintenance

Any additional sockets fitted to customers' premises will have a 12 month wiring maintenance warranty. If a customer moves premises whilst the maintenance agreement is valid, then this service is not carried forward to the new premises. This will apply to all customers who have additional analogue, ISDN or Superway lines fitted by KCOM.

## 12. Additional Hull White Pages entry

This charge applies if a KCOM Residential customer requires an additional entry in the Hull White Pages.

	Inc. VAT
Additional entry in the Hull White Pages	£30.00

## 13. Change of contract name charge

This charge applies if a customers' name is changed by request.

	Inc. VAT
Change of Contract Name	£0.00

## 14. Fair Usage Policy

### Local, National, Mobile and International bolt-ons

Packages that include Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) and mobile calls are subject to a Fair Usage Policy. If, in Our reasonable opinion, Your use of 'unlimited', 'inclusive' or 'free' calls is inconsistent with normal residential usage and/or You use 'unlimited', 'inclusive' or 'free' calls irresponsibly by staying connected to a call for an excessive period We reserve the right to:

1. withdraw any 'unlimited', 'inclusive' or 'free' calls; and/or
  2. disconnect any call; and/or
- charge You Our standard rates for any calls exceeding those reasonably expected of a person using this service for domestic purposes

### 084 and 087 inclusive calls

Packages that have 084 and 087 inclusive calls, have up to 60 minutes duration (excluding calls to identified dial-up internet access numbers) during applicable inclusive times. Redial before 60 minutes to avoid being charged. Fair Usage Policy: 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM will charge the standard KCOM rates for these calls until further notice.



## 15. Ringing equivalent number (REN)

Every telephone has a Ringing Equivalent Number (REN) - most have a REN value of 1. (This can usually be checked by looking at the equipment base). The total REN value of the equipment connected to a KC line should not exceed 4. Exceeding 4 may impede the quality of service received and may result in customers' equipment not working correctly.

It should be noted that although most standard phones have a REN Value of 1, some fax machines, answer machines and modems may have high REN values. Customers should check what equipment they have connected to ensure the overall value does not exceed 4.

## 16. Call calculation policy

1. These calls are timed to the next second
2. These calls are subject to a 7.20p minimum call charge (Including VAT)
3. Total call charges are rounded to the next whole penny (Excluding VAT)
4. These calls are subject to a 5p minimum call charge (Including VAT)
5. These calls are timed to the next whole minute
6. Where charged, the call set-up charge is 23p per call (including VAT)

Calls made to Hull City Council numbers 01482 300300 and 01482 300303 will not be charged

## 17. Call bundling

Calls are allocated to a bundle period using the call registered date, this is the date a call is registered on the billing system. If for any reason there is a delay in registering a call on the billing system, that call may appear in a bundle period different to the period in which the call was made.

The call bundle period is the same as the call period shown within the Your Calls section of the bill.

## 18. Paper-free billing

Paper-free billing is available to any customer on a residential broadband tariff. Registration for online billing is via [www.kcomhome.com/Account](http://www.kcomhome.com/Account) or by calling our Customer Services team on 01482 602555.

Account balance information will be available by calling 01482 602555. Copy bills can be provided on request, at a charge of £5.75 Inc. VAT per bill.

The discount is £2.50 Inc. VAT per line, per month and will be applied as a bill credit to the next or subsequent bill produced **after** registration. Registration must be completed at least 2 weeks prior to the next bill date to take effect on the next bill. Customers who change from paper to paper-free billing or from paper-free to paper billing more than twice during any 12-month period, will not be eligible for



the discount. In such circumstances, subscription to paper-free billing for a continuous period of 6 months is required in order to receive the discount.

## 19. Data Guidance Information relating to ADSL and Fibre Internet Connections

- KCOM's Definition of a KB is 1024 bytes, MB is 1024<sup>2</sup> bytes and a GB 1024<sup>3</sup> bytes
- KCOM's systems will round any additional data over usage up to the next whole Gb e.g. if the customer had an inclusive allowance of 20Gb and used 21.4GB, the additional usage would be 1.4Gb but we would round it up to the nearest Gb so the charge to the customer would be for 2GB extra.
- KCOM's Download is when any device connected to your router copies data from one computer system over the Internet. This includes accessing webpages, streaming, viewing content online and any system updates required.
- Upload is where data is copied from any devices connected to your router to another computer system over the Internet. This includes social media updates, online storage and messaging, back-ups.
- Any retransmitted packets will be counted towards your data usage.
- KCOM reserves the right to calculate data usage based on the data that travels over the network in both directions download and upload. Any data used in the establishment or maintenance of the connection is not counted. Any content which is viewed, accessed or processed by the end user is counted. The measurement of which may differ from the data the end-user's device consumes and from the data usage reported by the device.
- Whether data is encrypted or not, it is counted as usage data as are the headers on each packet.
- All downloaded or uploaded data is considered chargeable data.
- If the customer exceeds their package data limit in the relevant period, they will be charged an amount for each GB, or any part thereof as defined in the rounding rules above. The cost per GB of additional usage is detailed in the product information in the Price Manual. The over usage is itemised and charged on the customer's next bill.

## 20. Call Itemisation

The details of any chargeable calls not itemised on your bill are available free of charge on request.