Connect Broadband Fibre Residential Packages

Introduction & summary

The Services are Our 'white label' reseller product that We make available to Communications Providers (CPs) pursuant to the Reseller Agreement for Connect Broadband Fibre Residential Services. The Services enable You to offer fibre broadband services direct to Your residential Customers and gives You control over sales, billing and first line support.

These Package services incorporate KCOM Network access with connectivity. A Customer will still be able to make calls using the Services, but these will either be:

- charged on a pence-per-minute; or
- where You have ordered Calls Bolt-ons on behalf of the applicable Customer, charged at the rate for the applicable Calls Bolt-ons rate.

For the avoidance of doubt, You will be liable for all Charges for calls made by Customers using the Services.

Service description

The Services provide Your Customers with a superfast / ultrafast broadband service using fibre optics nearer to Your Customers' premises to deliver faster broadband services than are normally available over copper based ADSL services.

One of two types of technology will be used to deliver the Services to Your Customers:

- Fibre to the Premises (FTTP) - a fibre installation directly to the Customer's premises (speeds are not affected by distance from the network); or
- Very High Speed Digital Subscriber Line (VDSL) – where fibre is connected to the nearest distribution 'cabinet' and from there to Your Customer's premises, using a copper line. As such, the speed is affected by distance from the network, and is quoted in a similar way to standard broadband as an 'up to' speed. This technology is able to support download speeds up to 75Mbps.

Wherever possible We use Fibre to the Premises (FTTP) technology, to enable Your Customers to enjoy the best possible connection speeds

Initial Term for each Order

Each Order for the Connect Broadband Fibre Residential Packages has an Initial Term of 12 months.

Connection Charges

Connection Charges	Operative Date	Connect Fibre Res 30	Connect Fibre Res – All other Products
		Ex. VAT	Ex. VAT
Standard Connection	01/05/23	£0.00	£17.00
Migration from existing Lightstream Retail service	01/05/23	£12.00	£12.00

Connection Charges are a one-off charge payable per Order on the Service Start Date.

Installation options

Fibre broadband	Service detail	Ex. VAT
Standard installation	Router/ONT connected within 50M of fibre entry point	Included in Connection Charge
Premium installation	Router/ONT connected within 100M of fibre entry point	£70.83
Router Delivery Charge	Router shipment where applicable	£5.41

Rental charges

Operative Date	Rental charges apply per calendar month	Connect Fibre Res 30	Connect Fibre Res 50		Connect VDSL Res 75
		Unlimited	50GB	Unlimited	Unlimited
		Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
01/09/23	Rental Charges	£19.91	£17.70	£22.87	£22.87
01/09/23	Termination Payments*	£5.11	£2.90	£8.07	£8.07

Operative Date	Rental charges apply per calendar month	Connect Fibre Res 100	Connect Fibre Res 175	Connect Fibre Res 300	Connect Fibre Res 400	Connect Fibre Res 500	Connect Fibre Res 750	Connect Fibre Res 900
		Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
		Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
01/09/23 until 28/02/2026	Rental Charges	£26.95	£30.23	£33.41	£35.10	£36.41	£38.80	£39.88
From 01/03/2026		£26.95	£30.23	£22.00	£35.10	£23.50	£38.80	£25.00
01/09/23	Termination Payments*	£12.15	£15.43	£18.61	£20.30	£21.61	£24.00	£25.08

* In the event of early termination, these charges will apply for each month remaining of the Initial Term of the applicable Order.
Note: The names of these services are maximum download line speeds and do not indicate throughput speeds.

Service detail

	Connect Fibre Res 30
Speed Profiles (down / up) Mbps	FTTP: 30 / 30 VDSL: up to 30 / up to 5
Minimum Access Speeds (down / up) Mbps	FTTP: 30 / 30 VDSL: Check your available speed here
IP Address	1 static IP address
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect Fibre Res 50
Speed Profiles (down / up) Mbps	FTTP: 50 / 50 VDSL: up to 50 / up to 15
Minimum Access Speeds (down / up) Mbps	FTTP: 50 / 50 VDSL: Check your available speed here
IP Address	1 static IP address
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect VDSL Res
Speed Profiles (down / up) Mbps	VDSL: up to 75 / up to 20
Minimum Access Speeds (down / up) Mbps	VDSL: Check your available speed here
IP Address	1 static IP address

Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect Fibre Res 100
Speed Profiles (down / up) Mbps	FTTP: 150 / 150
Minimum Access Speeds (down / up) Mbps	FTTP: 50 / 50
IP Address	1 static IP address
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect Fibre Res 175
Speed Profiles (down / up) Mbps	FTTP: 175 / 175
Minimum Access Speeds (down / up) Mbps	FTTP: 50 / 50
IP Address	1 static IP address
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect Fibre Res 300
Speed Profiles (down / up) Mbps	FTTP: 300 / 300
Minimum Access Speeds (down / up) Mbps	FTTP: 50 / 50
IP Address	1 static IP address

Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect Fibre Res 400
Speed Profiles (down / up) Mbps	FTTP: 400 / 400
Minimum Access Speeds (down / up) Mbps	FTTP: 50 / 50
IP Address	1 static IP address
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect Fibre Res 500
Speed Profiles (down / up) Mbps	FTTP: 500 / 500
Minimum Access Speeds (down / up) Mbps	FTTP: 50 /
IP Address	1 static IP address
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect Fibre Res 750
Speed Profiles (down / up) Mbps	FTTP: 750 / 500
Minimum Access Speeds (down / up) Mbps	FTTP: 50 / 50
IP Address	1 static IP address

Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

	Connect Fibre Res 900
Speed Profiles (down / up) Mbps	FTTP: 900 / 500
Minimum Access Speeds (down / up) Mbps	FTTP: 50 / 50
IP Address	1 static IP address
Traffic Management	Details of KCOM Broadband Traffic Management Policies are here For information from Ofcom on Traffic Management, visit here

Other Charges

Service detail	Ex. VAT
Replacement Router: Routers currently deployed include a Technicolor or ZyXEL router.	See Connect Broadband and Voice Miscellaneous Charges
Router Delivery Charge, where applicable	
Temporary Suspension / Resumption charge	
Cancellation charge – 2 or more working days after order placed	
Missed Appointment Charge	
Data Usage: Charge per GB or part thereof Outside Monthly Data Allowance	£0.83
Downgrade fee: Charge for downgrading Your Customer's service prior to the expiry of the Initial Term applicable to that Customer's Order for Services	£25.00
Reconnection fee: Charge following disconnection or suspension due to abuse by Your Customer (inc copyright infringement, viruses etc)	£25.00

Historical Pricing

For historical pricing, please email wholesalesales@kcom.com
For withdrawn tariffs, please see P13-S66 under No Longer Available https://www.kcom.com/pricing/

Notes:

1. The Charges are payable to KCOM by the Reseller.

2. The above prices are only available to Resellers that have signed the Reseller Agreement for Connect Broadband Fibre Residential Services

3. Connectivity to the KCOM network will not be provided at the above rates for orders received from organisations that have not signed the Reseller Agreement for Connect Broadband Fibre Residential Services.

4. The Connect Broadband Fibre Residential service is available in the Hull Area. See Connect Broadband Fibre Residential Agreement.

Calls

Calls	
Included as standard	Ability to receive calls and make calls on a pence-per-minute basis. Where no calls bolt-ons are selected, or in the event any inclusive calls have been used, standard call charges will apply. See PAYG calls section below.
Available Call Bolt-ons	There are flexible *Call Bolt-ons*, to help Your Customers create a complete package, including calls, to suit their needs Available add-ons include: Local Calls, National Calls, Mobile Calls, and International Calls.

Call Bolt-ons

Minimum bolt-on subscription is one month and they can be cancelled at any time giving a months' notice. If the Broadband Package is cancelled, the subscription to any selected Call bolt-ons will also end.

	Features	Operative Date	Ex. VAT
Connect UK Calls bolt-on	• Unlimited anytime local calls (charge bands K and A1) • Anytime UK National Calls (numbers beginning 01, 02 and 03) • Also includes calls to numbers beginning 0845 and 0870 • No call set-up applies to these calls where this bolt-on is taken • A fair usage policy applies (see below)	01/05/21	£2.79
Connect UK & Mobile Calls bolt-on	• Unlimited anytime local calls (charge bands K and A1) • Anytime UK National Calls (numbers beginning 01, 02 and 03) • Also includes calls to numbers beginning 0845 and 0870 • Unlimited UK Mobile Minutes (02 charge band: MB01, EE charge bands: MB03 MB04, Vodafone charge bands: MB05, MB08, Three charge bands: MB06) • No call set-up applies to these calls where this bolt-on is taken • A fair usage policy applies (see below)	01/05/21	£5.58
Connect International 1000 bolt-on	• 1000 anytime minutes of international calls (fixed lines only) • Over 40 inclusive destinations countries (see below)	01/05/21	£5.58
Connect UK, Mobile and International 1000 bolt-on	• Unlimited anytime local calls (charge bands K and A1) • Anytime UK National Calls (numbers beginning 01, 02 and 03) • Also includes calls to numbers beginning 0845 and 0870 • Unlimited UK Mobile Minutes (02 charge band: MB01, EE charge bands: MB03 MB04, Vodafone charge bands: MB05, MB08, Three charge bands: MB06) • 1000 anytime minutes of international calls • Over 40 inclusive destinations countries (see below) • No call set-up applies to these calls where this bolt-on is taken • A fair usage policy applies (see below)	01/05/21	£10.47

KCOM

Fair Usage Policy

UK calls bolt-ons

Packages that include unlimited Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) are subject to a Fair Usage Policy. If, in Our reasonable opinion, Your Customers' use of 'unlimited', 'inclusive' or 'free' calls is inconsistent with normal residential usage and/or any of Your Customers 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
3. charge You Our standard rates for any calls exceeding those reasonably expected of a person using this service for domestic purposes

0845 and 0870 inclusive calls

Packages that have 0845 and 0870 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 any of Your customers, KCOM will charge the standard KCOM rates for these calls until further notice.

Mobile inclusive calls

Packages that include mobile calls (02 charge band: MB01, EE charge bands: MB03 MB04, Vodafone charge bands: MB05, MB08, Three charge bands: MB06) are subject to a Fair Usage Policy. If, in Our reasonable opinion, Your Customers' use of 'unlimited', 'inclusive' or 'free' calls is inconsistent with normal residential usage and/or any of Your Customers 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
3. charge You Our standard rates for any calls exceeding those reasonably expected of a person using this service for domestic purposes

Connect International 1000 bolt-on: Inclusive destination countries:

Only International fixed line calls are included in the 1000 inclusive minutes.

Australia	Germany	Luxembourg	Romania	Turkey
Austria	Gibraltar	Malaysia	Russia	USA
Bangladesh	Greece	Malta	Singapore	
Belgium	Hong Kong	Mexico	Slovakia	
Brazil	India	Netherlands	South Africa	
Canada	Iran	New Zealand	Spain	
Cyprus	Ireland, Republic of	Norway	Sweden	
Denmark	Italy	Pakistan	Switzerland	
France inc. Monaco	Jamaica	Poland	Thailand	
Gambia	Japan	Portugal	Trinidad & Tobago	

PAYG Call Plan

Where no Call Bolt-ons are selected, or in the event any inclusive calls have been used, standard call charges will apply on the following basis.

Chargeable call information

Code	Type of call / description	PPM At All Times
		Ex. VAT
K	Calls to KCOM network	3.54
K	ISDN data Calls only	3.54
A1	Calls to Adjacent Area & Regional Calls	3.54
A2	Regional up to 56km (35 miles)	7.08

B	National Destinations	7.08

For all ISDN data calls to 'K' and calls to A2 and B, the following call calculation points apply:

- Total call charges are rounded to the next whole penny (excluding VAT)
- These calls are timed to the next whole minute
- The call set-up charge is 14p per call (excluding VAT), 16.8p per call (including VAT).

Click here for details of geographic area codes.

Calls to mobile destinations will be charged at the rates below, 7 days a week (with the exception of UK calls made to KCOM Mobile numbers, which are free of charge):

Code	Type of call / destination	Pence Per Minute
		At All Times
		Ex. VAT
MB01	Mobile Telephones	12.04
MB02	Mobile Telephones	21.25
MB03	Mobile Telephones	12.04
MB04	Mobile Telephones	12.04
MB05	Mobile Telephones	12.04
MB06	Mobile Telephones	12.04
MB07	Mobile Telephones	12.04
MB08	Mobile Telephones	12.04

MB09	Mobile Telephones	12.04
MB10	Mobile Telephones	12.04
MB11	Mobile Telephones	12.04
MB12	Mobile Telephones	12.04
MB13	Mobile Telephones	12.04
MB14	Mobile Telephones	12.04
MB15	Mobile Telephones	12.04
MB16	Mobile Telephones	12.04
MB17	Mobile Telephones	12.04

For call calculation purposes, the following call calculation points apply:

- Total call charges are rounded to the next whole penny (excluding VAT)
- These calls are timed to the next whole minute
- The call set-up charge is 14p per call (excluding VAT).

International and Service Numbers

Calls to **International destinations** and **Service Numbers** will be charged at the KCOM retail plan rate.

Extra features

KCOM Line Rental includes the following features upon request (Charges are payable per line ordered). For further information, please refer to the individual Pricing Information Form for each Extra feature:

Charges	Ex. VAT
Caller Display	£0.85 per month
Message Minder	£0.85 per month
Reject withheld numbers	£0.83 per month
Call Barring	£2.08 per month
Call return	£0.00
Withhold CLI (enables Your Customer to withhold their number)	£0.00
Call diversion	£0.00
Call Waiting	£0.00
Conference call	£0.00
Three-way calling	£0.00
Ex Directory	£0.00

*Note: Where a Customer has a Fibre Delivered Voice service utilised in the Hull Area, Call Waiting is not available.

Local and National calls bolt-ons

Packages that include unlimited Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) are subject to a Fair Usage Policy of 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by any of Your customers, KCOM will charge the standard KCOM rates for these calls until further notice.

0845 and 0870 inclusive calls

Packages that have 0845 and 0870 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 any of Your customers, KCOM will charge the standard KCOM rates for these calls until further notice.