

KCOM Broadband Standalone

1. Introduction & summary

The KCOM Broadband service provides standard internet access. Basic and Lite can be bought as a standalone product, available exclusively with the Social Access Package (SAP). Home, Home Plus, Home Xtra and Home XL are no longer available for new supply.

2. Service description

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

3. Pricing

Prices below are inclusive of VAT. Discounts are available for payment by Direct Debit and Online Billing, both of which provide convenience and control to our customers.

4. Contract term

The standard contract length is 12 months for KCOM Broadband. Flexible contract options are available for an additional charge, and Early Termination Fees apply. Please see service options and additional charges sections of this document.

5. Connection charges

Basic	Lite	Home	Home Plus	Home Xtra	Home XL
Available exclusively with Social Access Package		No longer available for new supply			
Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
£10.00	£10.00	£30.00	£30.00	£30.00	£30.00

Connection charges are a one-off charge at the commencement of your contract.

6. Installation options

	Service detail	Inc. VAT
Standard Hardware	Next day courier delivery of ADSL router	£6.49

7. Rental charges

	Basic	Lite	Home	Home Plus	Home Xtra	Home XL
	Available exclusively with Social Access Package		No longer available for new supply			
	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT	Inc. VAT
Cash / Cheque	£5.40	£6.40	£30.50	£34.50	£38.50	£44.50
Direct Debit	£3.90	£4.90	£29.50	£33.50	£37.50	£43.50

Rental charges apply per calendar month.

8. Service detail

Broadband						
	Basic	Lite	Home	Home Plus	Home Xtra	Home XL
Monthly Data Allowance	3 GB	8 GB	35 GB	100 GB	350 GB	750 GB
Download Speed	Check your available speeds here					
Upload Speed	Check your available speeds here					
Other Features						
Mailboxes	5 POP3 mailboxes per account					
Mailbox size	250 MB					
Webspace	50 MB					
Email Anti-Virus / Anti-Spam	Yes					
IP Addresses	1 dynamic IP address					
Free Technical Support	Yes					

9. Service options

	Service Detail	Inc. VAT
Flexible Contract Options (one-off charge)	12 Month Contract	£12.00
	6 Month Contract	£24.00
	3 Month Contract	£36.00

10. Equipment charges

	Service Detail	Inc. VAT
Broadband Router	Standard ADSL Broadband router Model: Technicolor TG589vac	£96.00

11. Other charges

	Service Detail	Inc. VAT
Usage outside Data Allowance	Charge per GB outside data allowance	£2.00
Downgrade Fee	Discretionary fee that may be charged for downgrading your service more than once during your contract term	£30.00
Reconnection Fee	Discretionary fee that may be charged following disconnection or suspension due to non-payment or abuse (such as copyright infringement, viruses etc)	£30.00

12. Early termination fees

Basic	Lite	Home	Home Plus	Home Xtra	Home XL
£0.00	£0.00	£10.36	£13.19	£16.03	£20.28

These charges will apply for each month remaining on the contract and do not attract VAT.