

Connect Broadband Fibre

Connection & Hardware Charges

Service	Connect Fibre 75	Connect Fibre 250	Connect Fibre 400	Connect Fibre 500	Connect Fibre 750	Connect Fibre 900
	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
Connection 50 metres (Upfront) – ONT only	£42.50	£42.50	£42.50	£42.50	£42.50	£42.50
Connection 50 metres (Upfront) - ONT and router* are located together within 48 metres usable of fibre entrance	£42.50	£42.50	£42.50	£42.50	£42.50	£42.50
Cate5e (100m, 90m usable). Note: inclusive in initial install only	£51.00	£51.00	£51.00	£51.00	£51.00	£51.00
Migration from existing Lightstream Retail or Connect Broadband Fibre service	£12.00	£12.00	£12.00	£12.00	£12.00	£12.00
Take-over Fee when moving premises and no installation required (From any existing Lightstream service)	£25.50	£25.50	£25.50	£25.50	£25.50	£25.50
Non-Roll-out Connection Existing or Non existing Duct, New Lightstream inc. Wireless Access Point with up to 50m install from router**	£2500.00	£2500.00	£2500.00	£2500.00	£2500.00	£2500.00
Non Roll-out Area (within the Original Licenced Area)**	£2250.00	£2250.00	£2250.00	£2250.00	£2250.00	£2250.00
Wireless Access Point with up to 50m cable connection to router	£250.00	£250.00	£250.00	£250.00	£250.00	£250.00

* Included router currently the Technicolor DGA4231 or ZyxEL XMG3927. Ownership of a KCOM supplied router remains the property of KCOM.

** Subject to Excess Construction Charges

Monthly Rental – Usage Tariffs

Service	Operative Date	Until	Connect Fibre 75	Connect Fibre 250	Connect Fibre 500
			Ex. VAT	Ex. VAT	Ex VAT
Monthly Rental 12-month contract	01/08/2021	31/10/2023	£26.96	£33.46	N/A
	01/11/2023		£30.40	£38.00	
Monthly Rental 24-month contract	01/08/2021	31/10/2023	N/A	£25.10	£49.80
	01/11/2023			£28.50	£57.00
Monthly Download Allowance			150GB	150GB	600GB
Monthly Upload Allowance			Unlimited		
Additional Usage Charges per GB			£1.00	£1.00	£1.00
Termination Payments*	12 Month Contract		£14.13	£21.73	N/A
	24 Month Contract		N/A	£12.23	£40.73

* In the event of early termination, these charges will apply for each month remaining of the Initial Term of the applicable Order.

Monthly Rentals – Unlimited Tariffs

Service	Operative Date	Until	Connect Fibre 75 (UL)	Connect Fibre 250 (UL)	Connect Fibre 400 (UL)	Connect Fibre 750 (UL)	Connect Fibre 900 (UL)
			Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Monthly Rental 12-month Contract	01/08/2021	31/10/2023	£29.75	N/A	£37.57	£53.30	£80.54
	01/11/2023		£33.25		£42.75	£61.75	£94.05
Monthly Rental 24-month contract	01/08/2021	31/10/2023	N/A	£33.70	N/A	N/A	N/A
	01/11/2023			£38.00			
Monthly Download Allowance			Unlimited				
Monthly Upload Allowance			Unlimited				
Termination Payments*	12 Month Contract		£16.98	N/A	£26.48	£45.48	£77.78
	24 Month Contract		N/A	£21.73	N/A	N/A	N/A

* In the event of early termination, these charges will apply for each month remaining of the Initial Term of the applicable Order.

Other Charges

Additional One-off Requirements	Operative Date	Until	Connection Charge	Monthly Rental Charge
			Ex VAT	Ex VAT
Replacement Router				
Temporary Suspension / Resumption charge				
Cancellation charge – 2 or more working days after order placed				
Missed Appointment Charge				
Same Day Fix 5 Days per Week SLA ^{1 2}				
Same Day Fix 7 Days per Week SLA ^{1 3}				
Expedite Category 1* & 2*			£250.00	N/A
Expedite Category 3* & 4*			£450.00	N/A
Expedite Other*			P.O. A	N/A

See Connect Broadband and Voice Miscellaneous Charges

* Subject to feasibility.

Category 1 - Services are in a roll-out area where a splitter is allocated and the property is tubed, with no splicing and cabling required.

Category 2 - Jointing required to liven up fibre at CSP/CTU, install also required.

Category 3 - Cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

Category 4 - Civils required to lay ducting, cable required from PMC to CSP/CTU, jointing to liven up the fibre, install also required

¹ Excluding network outages, telephony faults or faults that require ongoing monitoring, working days are Monday to Friday and exclude bank holidays

² Same day fix for faults reported before 1200 Monday to Friday

³ Same day fix for faults reported before 1200 Monday to Sunday

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 with KCOM
3. Connectivity to the KCOM network will not be provided at the above rates for orders received from organisations that have not signed the necessary Reseller Agreement.
4. The Broadband Connect Fibre is available in the Hull Area. If Resellers would like to obtain connectivity to the KCOM network outside the Hull Area, then they should contact their Account Manager (Businesses outside the Hull Area would not normally have an 01482 telephone number.)

NO LONGER AVAILABLE FOR NEW SUPPLY

Monthly Rentals

Service	Operative Date	Until	Connect Fibre Homeworker 250	Connect Fibre 250 (UL)	Connect Fibre 500 (UL)
			Ex VAT	Ex VAT	Ex VAT
Monthly Rental 12-month Contract	01/04/2019	31/07/2021	£26.10	£43.50	N/A
	01/08/2021	31/10/2023	£25.50	£42.13	
	01/11/2023		£28.50	£47.50	
Monthly Rental 24-month contract	01/04/2019	31/07/2021	£21.75	N/A	£60.90
	01/08/2021	31/10/2023	£21.25		£57.93
	01/11/2023		£23.75		£66.50
Monthly Download Allowance			80GB	Unlimited	Unlimited
Monthly Upload Allowance			Unlimited	Unlimited	Unlimited
Additional Usage Charges per GB			£1.00	N/A	

Withdrawn Tariffs

Monthly Rental – Usage Tariffs

Service	Operative Date	Until	Connect Fibre 75	Connect Fibre 250	Connect Fibre 500
			Ex. VAT	Ex. VAT	Ex VAT
Monthly Rental 12-month contract	01/04/19	31/07/21	£27.20	£34.00	N/A
Monthly Rental 24-month contract	01/04/19	31/07/21	N/A	£25.50	£51.00
Monthly Download Allowance			150GB	150GB	600GB
Monthly Upload Allowance			Unlimited		
Additional Usage Charges per GB			£1.00	£1.00	£1.00
Termination Payments*	01/04/19	31/07/21	£21.76	£27.20	40.80
	01/08/21	22/10/23	£11.98	£18.48	£34.82

* In the event of early termination, these charges will apply for each month remaining of the Initial Term of the applicable Order.

Monthly Rentals – Unlimited Tariffs

Service	Operative Date	Until	Connect Fibre 75 (UL)	Connect Fibre 250 (UL)	Connect Fibre 400 (UL)	Connect Fibre 750 (UL)	Connect Fibre 900 (UL)
			Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Monthly Rental 12-month Contract	01/04/19	31/07/21	£29.75	N/A	£38.25	£55.25	£84.15
Monthly Rental 24-month contract	01/04/19	31/07/21	N/A	£34.00	N/A	N/A	N/A