



## Broadband & Fibre Packages

### Introduction and Summary

Our broadband products combine with our KCOM Phone-only Service to provide individually tailored home phone and broadband services. The telephone line to a customer's property will be activated from the start of service date, with no calls included as standard. Calls can either be made on a pay-as-you-go basis, or a Call Bolt-on can be added at any time.

[Click here for more information about our Call Bolt-ons](#)

[Click here for more information about our Phone-Only service](#)

### Service Description

Using the copper lines that deliver your phone service, KCOM provides internet access using ADSL technology. Connection speeds can vary on this service, depending on a number of factors, including the distance of the property from the telephone exchange it's connected to. To find out the speeds for your property, [click here](#).

Wherever possible, KCOM use Fibre to the Premises (FTTP) technology, to enable customers to enjoy the best possible broadband speeds and improved reliability. By connecting customers to a full-fibre (FTTP) or part-fibre (FTTC) network, KCOM customers have access to an improved internet service with a more reliable connection and faster speeds than standard broadband.

There are two types of fibre services that KCOM use:

- **Fibre to the Premises (FTTP) – sometimes known as Fibre to the Home (FTTH):** This connects the customer's home to the telephone exchange by fibre cabling, meaning speeds are not affected by distance from the exchange
- **Fibre to the Cabinet (FTTC) – sometimes called VDSL:** This is where fibre is connected to the nearest distribution cabinet, and the customer's home is connected to the cabinet using a copper line. This means that the speed is affected by distance from the property from the cabinet.



## Pricing & Payments

All prices below are inclusive of VAT, unless otherwise stated. Additional costs apply for customers that choose not to pay by Direct Debit, and those that opt for paper billing. For these associated costs, please see the Service Details section of this document. Paying by Direct Debit and having online billing can save customers up to £3.50 a month, as well as providing the convenience of being able to check your account and track usage if you're on a limited-allowance package.

## Contract Term

From 1<sup>st</sup> September 2022, the standard contract term for these packages is 24 months. For packages taken out before the 1 September 2022, the standard contract term is 18 months. If a service is ended before the agreed contract term has expired, early termination fees will apply – please see the Service Details section of this document.

## Installation

Installation of KCOM broadband or Lightstream to a customer's property may be subject to an activation fee – details of these can be found under the package profiles in the Service details section of this document.

## Equipment and Installation Services

Unless otherwise stated, the cost of your KCOM broadband activation charge will include the equipment and installation shown below. Activation costs can be found in the Service Details section of this document.

KCOM Service	Equipment provided	Installation service	Activation Charge
<b>Standard ADSL broadband</b>	<ul style="list-style-type: none"> <li>Wireless broadband router</li> </ul>	<ul style="list-style-type: none"> <li>If property is already ADSL enabled:               <ul style="list-style-type: none"> <li>Router posted to customer premises and self-install required (£6.49 delivery fee)</li> </ul> </li> <li>If property is not ADSL enabled:               <ul style="list-style-type: none"> <li>Engineer visits property to install router (<b>appointment required</b>)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>£24.99</li> </ul>
<b>FTTC (VDSL) Lightstream</b>	<ul style="list-style-type: none"> <li>Wireless broadband router</li> </ul>	<ul style="list-style-type: none"> <li>If property is not FTTC enabled:               <ul style="list-style-type: none"> <li>Engineer visits property to install router (<b>appointment required</b>)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>£24.99</li> </ul>



<b>FTTP Lightstream</b>	<ul style="list-style-type: none"> <li>• Wireless broadband router</li> <li>• Internal fibre box (ONT)</li> <li>• External fibre connection unit (CTU)</li> </ul>	<ul style="list-style-type: none"> <li>• If property is already FTTP enabled: Router posted to customer premises and self-install required (£6.49 delivery fee)</li> <li>• If property is not FTTP enabled:             <ul style="list-style-type: none"> <li>○ CTU installed to exterior of property (<b>no appointment required</b>)</li> <li>○ Engineer visits property to install ONT and router (<b>appointment required</b>)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Full Fibre Lite - £0</li> <li>• All other FTTP packages - £24.99</li> </ul>
<b>VOIP Lightstream (phone and broadband delivered over fibre)</b>	<ul style="list-style-type: none"> <li>• Wireless broadband router</li> <li>• Optical Network Terminal (ONT) – internal</li> <li>• Customer Termination Unit (CTU) – external</li> <li>• Master phone socket (NTE) connected to the ONT to provide telephone service</li> <li>• A Battery Back Unit (BBU) may be provided for phone service</li> <li>• 'If you are taking service outside KCOM's original licensed network geographical area listed below, we will only provide a battery back-up unit if you do not have the ability to make calls from a mobile phone in the event of a power failure, you have poor mobile phone coverage or you are deemed at risk or vulnerable.'</li> </ul>	<ul style="list-style-type: none"> <li>• CTU installed to exterior of property (<b>no appointment required</b>)</li> <li>• Engineer visits property to install ONT, router, NTE and BBU (<b>appointment required if BBU needed</b>)</li> </ul>	<ul style="list-style-type: none"> <li>• Full Fibre Lite - £0</li> <li>• All other FTTP packages - £24.99</li> </ul>

## Return of Equipment

If we provide a router for you to use with the service on or after 1st August 2019, the following conditions will apply;

- We will retain ownership of the router at all times.
- We will provide a lifetime warranty on any router we supply to you to use with the service. This means that we will repair or replace the router if it becomes faulty during the period you are taking the service from us. However, any deliberate or accidental damage to the router will not be covered. We will not be responsible for repairing faults on routers we have not supplied.
- When you terminate your broadband service with us, you must return the router we have supplied to us or (if we choose) make it available for collection in a reasonable condition, allowing for fair wear and tear.

If you do not return the router we may charge you up to £100 for non-return. This will be shown on your final bill with KCOM.



## Service Details

Available non-fibre enabled addresses only				Standard Monthly Rental <sup>1</sup>				
Broadband Package	Download Speed	Upload Speed	Data Allowance	Until 28/02/25 (inclusive)	From 01/03/25 (inclusive)	Out of Contract Charge <sup>4</sup>	Contract Term	Monthly Early Termination Fee
<b>ADSL: 100Gb</b>	Check the speeds available to your postcode <a href="#">here</a>		100GB <sup>3</sup>	£33.99	<b>£35.99</b>	£5.00	24 months	£17.41
<b>ADSL: Unlimited</b>			Unlimited	£38.99	<b>£40.99</b>	£5.00		£22.18

Available to FTTC addresses only				Standard Monthly Rental <sup>1</sup>				
Broadband Package	Download Speed*	Upload Speed*	Data Allowance	Until 28/02/25 (inclusive)	From 01/03/25 (inclusive)	Out of Contract Charge <sup>4</sup>	Contract Term	Monthly Early Termination Fee
<b>Full Fibre Lite</b>	Up to 30Mbps	Up to 5Mbps	Unlimited	£30.99	<b>£31.99</b>	£5.00	24 months	£16.98
<b>Full Fibre 50: 50Gb</b>	Up to 50Mbps	Up to 15Mbps	50GB <sup>3</sup>	£25.99	<b>£26.99</b>	£5.00		£8.81
<b>Full Fibre 50</b>	Up to 50Mbps	Up to 15Mbps	Unlimited	£37.99	<b>£39.99</b>	£5.00		£21.23
<b>Full Fibre 50</b>	Up to 50Mbps	Up to 15Mbps	Unlimited	£44.99	<b>£45.99</b>	£5.00	12 months	£26.96

\*Check the speeds available to your postcode [here](#)

Available to all FTTP addresses				Standard Monthly Rental <sup>1</sup>				Contract Term	Monthly Early Termination Fee
Broadband Package	Download Speed	Upload Speed	Data Allowance	Until 28/02/25 (inclusive)	From 01/03/25 (inclusive)	Out of Contract Charge <sup>4</sup>	eeros included <sup>5</sup>		
<b>Full Fibre Lite</b>	30Mbps	30Mbps	Unlimited	£30.99	<b>£31.99</b>	£5.00	1	24 months	£16.98
<b>Full Fibre 50: 50Gb</b>	50Mbps	50Mbps	50GB <sup>3</sup>	£25.99	<b>£26.99</b>	£5.00	1		£8.81
<b>Full Fibre 50</b>	50Mbps	50Mbps	Unlimited	£37.99	<b>£39.99</b>	£5.00	1		£21.23
<b>Full Fibre 50</b>	50Mbps	50Mbps	Unlimited	£44.99	<b>£45.99</b>	£5.00	1	24 months	£26.96
<b>Full Fibre 100</b>	100Mbps	100Mbps	Unlimited	£44.99	<b>£46.99</b>	£5.00	1		£27.91
<b>Full Fibre 175</b>	175Mbps	175Mbps	Unlimited	£47.99	<b>£49.99</b>	£5.00	1		£30.78
<b>Full Fibre 300</b>	300Mbps	300Mbps	Unlimited	£52.99	<b>£55.99</b>	£5.00	1		£36.51
<b>Full Fibre 400</b>	400Mbps	400Mbps	Unlimited	£60.99	<b>£63.99</b>	£5.00	1		£44.15
<b>Full Fibre 500</b>	500Mbps	500Mbps	Unlimited	£59.99	<b>£62.99</b>	£5.00	2		£43.19
<b>Full Fibre 750</b>	750Mbps	500Mbps	Unlimited	£66.99	<b>£69.99</b>	£5.00	2		£49.88
<b>Full Fibre 900</b>	900Mbps	500Mbps	Unlimited	£69.99	<b>£72.99</b>	£5.00	2		£52.74



## Notes

<sup>1</sup>Monthly rental is for Direct Debit and paper free methods only. For payment methods other than Direct Debit, please add £1.00. For paper bills, please add £2.50.

<sup>2</sup>Early Termination Fees are charged per month remaining in contract. Please note that all KCOM fixed-line broadband and phone-only services require a 30-day cancellation notice for full cease of service(s).

<sup>3</sup>Overusage is charged at £1.00 per GB. This will be capped at £12. Any usage over the £12 cap will not be charge.

<sup>4</sup>If you do not renew your broadband contract after your minimum contract term, an additional charge of £5.00 will be applied to your monthly bill.

<sup>5</sup>eeros will be free of charge as part of the broadband package customers purchases.

If you are moving address and wish to take your KCOM services to your new address, we recommend giving as much notice as possible to minimise disruption to service.

Please refer to the “Equipment and Installation Services” section for activation charges.

IP Address Detail	
Standard Broadband	1 dynamic IP address
Fibre Broadband	1 static IP address

Traffic Management	
All Broadband	Details of KCOM Broadband Traffic Management Policies are <a href="#">here</a> For information from Ofcom on Traffic Management, visit <a href="#">here</a>

Broadband Equipment		
Standard Fibre broadband router	Fibre broadband router Such as Zyxel EX5401	£119.00 (Inc. VAT)

Please note, any router purchased as a one-off replacement will not be KCOM owned and therefore only under a 1 year warranty. You do not have to return this at the end of you KCOM broadband service and you will retain ownership at all times.