



Full Fibre Flex Package

1. Service description

KCOM's Full Fibre Flex package is designed for residential customers in receipt of certain financial support payments.

It includes 750 minutes to UK landlines and mobiles per month along with a Full fibre broadband package.

Once the inclusive call allowance has been used, calls are charged until a total spend of £10 is reached. This means customers pay a maximum of £10 a month for calls, subject to a fair usage policy which can be viewed in the General Notices [here](#).

The voice element of this bundle is described in section 4.

The primary methods of payment for this package are Direct Debit however other payment methods such as cash may be accepted on agreement with KCOM. Customers are billed monthly. There is no additional charge for Non-Direct Debit payments or paper bills.

The broadband element of this bundle will be provided via Lightstream. Details are described below.

Package	Full Fibre Flex
Data	Unlimited
Download speed	30Mbps
Upload speed	5Mbps
Monthly price inc VAT	£14.99
Contract term	Monthly rolling
Over usage	N/A
Connection charge	Free
Router included	eero 6+

If we cannot provide FTTP or FTTC in your area, you will be able to purchase ADSL Flex Basic or ADSL Flex Lite. (see [here](#)).

Please note Full Fibre Flex is not subject to an annual CPI price plus 3.9% price increase

2. Eligibility Criteria

If you receive financial support, our Flex Packages are a simple, low cost way to help you stay in touch with the people important to you. Our Flex Packages are only available to customers who pass the following criteria.

- Income Support
- Pension Credit
- Job Seekers Allowance
- Housing Benefit
- Personal Independence Payment
- Attendance Allowance
- Universal Credit, with zero earnings*
- Care Home residents and Lifeline customers who are referred to us via Social Services
- Care Leavers supported by Children's Support



- Employment and Support Allowance (EAS) (Income related)

*This means the person claiming the Universal Credit doesn't receive any earnings from employment or self-employment during their Universal Credit assessment period.

In order to qualify, the person whose name is on the telephone bill MUST be the person who qualifies as above.

Proof of financial support/ care home residency / Lifeline status must be provided with all applications. You can apply via our website using Open Banking or uploading proof of eligibility. Proof of UK residency may also be required.

Eligibility Reviews

A periodic review may be undertaken to ensure customers are still eligible for this service. Any customer who fails to provide proof of their eligibility will have their Flex package suspended. Any customer who is no longer eligible for the service will be offered the possibility to migrate to an alternative KCOM service. If the customer does not request to be migrated to an alternative package, then KCOM reserves the right to suspend their Flex Package service.

Notice of these changes will be given in writing.

3. Restrictions

The following customers are ineligible for this service:

- If you have telephone service from another supplier either directly or indirectly.
- If you have more than one line at the same or different premises. (If you have a second line because you are responsible for paying the telephone bill for a relative, they may be eligible)
- If your line is an ISDN line
- If your line is used exclusively in connection with a burglar alarm or other monitoring services.
- If you have ceased and service re-provided in the last three months.
- If your telephone service has been restricted because you owe KCOM money.
- If you fail to provide proof of your eligibility (i.e. documentation confirming you are currently in receipt of one of the eligible benefits) OR if the telephone account holder is not the householder(s) in receipt of that benefit.

KCOM reserves the right to check eligibility at any point. If the customer can no longer provide proof of eligibility, the customer will automatically have access to their Flex Package service suspended. Notice will be given of this change in writing.

4. Voice Charges

Service	Connection Charge (Inc. VAT)
Flex Package	£0.00



5. Call Charges

Calling National Destinations

KCOM Code	Type of call / destination	Pence Per Call At All Times Inc. VAT
K ^a	Calls to KCOM Network	7.20
K	Calls to 01482 300300	0.00

^a excluding calls to KCOM indirect customers, calls to 01482 300300 (Kingston upon Hull City Council)

KCOM Code	Type of call / destination	Pence Per Minute Inc. VAT		
		Daytime	Evening	Weekend
A1	Regional to Adjacent Exchange	4.08	1.54	1.02
A2	Regional up to 56km (35 miles)	6.13	3.06	2.04
B	National Destinations	6.13	3.06	2.04

Calling UK Mobiles (calls to KCOM Mobiles in the UK are free of charge)

KCOM Code	Type of call / destination	Pence Per Minute At All Times Inc. VAT
MB01 – MB16	Mobile Telephones	20.42

Time bands for calls

Daytime	Monday to Friday, 6am-6pm
Evening	Monday to Friday, 6pm-6am
Weekend	Saturday and Sunday, All Day

Once the monthly inclusive allowance of 750 minutes to UK landlines and mobiles, calls are charged at the above rates until a total spend of £10 is reached. Which means customers pay a maximum of £10 a month for calls to the above numbers subject to a fair usage policy

Calling the 101 Police Non-Emergency Number, All calls to 101 from SAP will be charged at 15p per call.



All Other Calls

Calls to the following will all be charged at **KCOM plan rates**:

- Personal Numbers
- Fixed Fee Numbers
- Special Service Numbers
- Premium Rate Numbers
- Multimedia Services, and
- International destinations

For call calculation purposes points 1, 2, and 3 apply. [click here](#) for further details

All prices are inclusive of VAT unless otherwise stated. Exclusions **KCOM Favourites, Home 15 and Favourite Countries discount packages will not apply.**

No set-up fees on calls made within inclusive allowances.

5. Early termination charges

Contracts are monthly rolling contracts. There are no early termination charges applicable for customers cancelling their KCOM telephony service: Customers can cancel their Lightstream Flex package at any time without penalty.

6. Equipment charges

	Service Detail	Inc. VAT
Broadband Router	Standard Full fibre broadband router	£0.00

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 £50 for non-return. This will be shown on your final bill with KCOM.