



Ancillary Services

Ancillary Services comprise:

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Co-location Services

Ancillary Services provides the CP with points of presence (PoP) for Co-location space to install Compliant Equipment for Associated Services in an Exchange Site.

Accommodation charge

Service	Operative Date	Notes	Fixed Charge
			Ex VAT
Provision of Co-location: CP Equipment Room			
Co-location full survey fee	01/04/2024	5	£1,414.00
Physical Co-location Order rejection - no space available	01/04/2024		£470.00
CP Equipment Room utilisation at Kirkella and Civic Exchanges per Space per Rack Unit (SRU)	01/04/2024		£4,397.00
CP Equipment Room Works (Beverley, East, and Newland Exchanges)	01/03/2022	1	POA
Additional detailed floor plan (location and siting of connections and facilities, per compiled request)	01/03/2022		POA
Administration Charge to provide Third Party Communications Provider full survey	01/03/2022		POA
Administration Charge for further information request	01/03/2022		POA
Administration Charge for rejected Orders that are incomplete or contain erroneous information	01/03/2022		POA
Administrative Charge for information about the amount and configuration of space in an existing CP Equipment Room	01/03/2022		POA



Service	Operative Date	Notes	Fixed Charge
			Ex VAT
Services for Co-location (Applicable to all Communications Providers following the provision of Co-location, including the provision of a Co-location Hostel)			
Co-mingling set up fee (per square metre)	01/04/2024		£1,949.99
CP Equipment Room handover	01/04/2024		£401.45
KCOM Assisted Site Service (KASDS)	01/04/2024	3	£663.73
Co-location AC only base unit 600mm (w) x 600mm (d) to include lighting and cable management	01/04/2024		£3,906.61
Rack Space Unit (RSU) for Co-location to include lighting and cable management	01/04/2024		£796.29
Exchange Site visit Charge to be allocated to all Orders not in conjunction with the installation of a base product.	01/04/2024		£588.50
Cabinet doors per pair for Co-location (where provided as an upgrade will be subject to a Exchange Site visit Charge)	01/03/2022		£626.81
Exchange Site Access – Miscellaneous Charges			
Exchange Site access (security keys and set-up per authorised CP representative)	01/04/2024	11	£482.31
Replacement security keys (per authorised CP representative)	01/04/2024		£52.00
Power Charges			
Survey for power capacity upgrade	01/04/2024		£719.04
Provision of a sub meter	01/04/2024		£1,125.32
Essential Services Supply Provision of a sub meter	01/04/2024		£1,125.32



Co-location Service Charges and Expenses

Service	Operative Date	Notes	Service Charges and Service Expenses per annum
			Ex VAT
Services for Co-location (Applicable to all Communication Providers following the provision of Co-location, including the provision of a Co-location Hostel)			
Co-location Hostel administration Charge	01/04/2024		£472.62
AC final distribution Charge per 10kW increment	01/04/2024	2, 7, 10	£669.21
Cooling per kW	01/05/2023		£4240.84
Licence Fee (Specified Floor Area, per square metre)	01/04/2024	2, 4, 6	£300.30
Security rental per square. metre	01/04/2024		£175.85
Service Charge per square metre	01/04/2024		£444.20
Extra power sockets, runways, lighting, cooling, standby power connection	01/03/2022		POA
CP Equipment Room – Additional non-standard bespoke room	01/03/2022	1	POA
Power Charges			
Power usage per kWh (based on £0.3680 per kWh Charge)	01/05/2023		£3223.68
Power rental per kW (excludes the power usage per kWh Charge)	01/03/2022		£16.08
Essential Service Supply (standby power) charge - for rental of existing capacity per kW	01/04/2024		£342.19
DC power system Charge	01/03/2022		POA



Co-location Hourly Charge Schedule

Service	Notice Period	Response / Access Times	Notes	Minimum Charge	Hourly Charge
				Ex VAT	Ex VAT
Planned visit during KCOM's normal Working Hours	72 hours' (3 Working Days') notice	N/A	8	£0.00	£0.00
Planned visit outside KCOM's normal Working Hours	72 hours' (3 Working Days') notice	N/A	8	£0.00	£0.00
Unplanned visit during KCOM's normal Working Hours	N/A	Response Time: 30 mins Access within: 1 hour	8	£0.00	£0.00
Unplanned visit outside KCOM's normal Working Hours	N/A	Response Time: 30 mins Access within: 1 hour	8	£0.00	£0.00
Escorted Access normal Working Hours, planned	72 hours' (3 Working Days') notice	N/A	8, 9, 13	£222.14	£55.54
Escorted Access normal Working Hours, unplanned	N/A		8, 9, 13	£332.80	£83.20
Escorted Access outside normal Working Hours, planned	72 hours' (3 Working Days') notice	N/A	8, 9, 13	£332.80	£83.20
Escorted Access outside normal Working Hours, unplanned	N/A		8, 9, 13	£499.20	£124.80



Service Power	Notice Period	Response / Access Times	Notes	Minimum Charge	Hourly Charge
				Ex VAT	Ex VAT
Power Fault Not Found - standard chargeable visit for Fault Not Found, Normal Working Hours	N/A		8, 14	£165.64	£165.64
Power Fault Not Found - standard chargeable visit for Fault Not Found, all other times except Sundays and Public / Bank Holidays	N/A		14	£224.55	£224.55
Power Fault Not Found - standard chargeable visit for Fault Not Found, Sundays and Public/ Bank Holidays	N/A		14	£283.43	£283.43
Sub meter power rental per kWh				1kW	£0.3680



Co-location Cancellation schedule

Service	Operative Date	Charges
Cancellation of Order within 1 - 10 Working Days of Order placement	01/03/2022	33% of the total Charges set out in the applicable Order
Cancellation of Order within 11 - 30 Working Days of Order placement	01/03/2022	66% of the total Charges set out in the applicable Order
Cancellation of Order within 31 - 45 Working Days of Order placement	01/03/2022	100% of the total Charges set out in the applicable Order



Co-location Notes:

The CP shall pay the Charges that are in force as at the RFI Date notwithstanding whether the Charges in force on the date the CP placed their Order are different.

1) Charges for CP Equipment Room Works are a function of the location, room size, equipment installed, amount of conversion required etc. The costs of works to construct the CP Equipment Room for each Exchange Site can only be determined following a Co-location full Survey. If the CP requires a bespoke room, they should contact their KCOM wholesale Account Manager ('Account Manager') and discuss the specific details of the request. (If the CP is a Communications Provider that is new to KCOM and does not have an Account Manager assigned to it, the CP should contact the Head of Wholesale Sales who will allocate one of the KCOM wholesale team members.)

2) This Charge will be payable monthly or annually in advance.

3) This Charge is applied where a CP makes a request for KASDS and cancels such a request without providing KCOM a minimum of 24 hours' notice prior to the date on which KASDS was scheduled to take place.

4) The Charges are per square metre. KCOM shall calculate the relevant area rounded up to the nearest square metre.

5) The CP is liable for the full survey fee in the event that an Order is subsequently rejected either because there is a lack of space, or the CP otherwise chooses to discontinue the Order. In the event the CP Equipment Room Works progress, the CP will be credited with 22% of the Co-location full survey fee against the estimated CP Equipment Room Works and associated invoices.

6) The billable area is calculated by whichever is the greater of either: (i) the physical footprint of the relevant Service ordered multiplied by 3.85, or (ii) the heat dissipation requirement of the relevant Service ordered. The heat dissipation requirement is calculated as follows: the maximum permissible AC power capacity of the relevant Service per square metre is 500w. By way of example a relevant Service with a maximum permissible AC power capacity of 9000w at 500w per square metre = $9000/500 = 18$ square metre billable area. The billable area is indicated in the CP offer document.

7) These Charges are for providing the required power and cooling to the maximum power rating of the relevant Service the CP orders for the Co-location service.

8) "KCOM's Normal Working Hours" means 09.00 to 17.00, Monday to Friday inclusive (excluding Public and Bank Holidays).

9) Escorted Access. These Charges are subject to a Minimum Charge as set out above which is calculated on the basis of 4 x the Hourly Charge. For the avoidance of doubt, any costs incurred by KCOM due to travel shall be included in the Minimum Charge. Upon the expiry of 4 Working Hours, the CP agrees to pay the Hourly Charge for each Working Hour or part thereof rounded up to the next complete Working Hour.

10) AC Final Distribution - This Charge will apply to all Orders for supply.

11) Exchange Site access - This Charge is payable where the CP has ordered Co-location and is payable where the CP requires the provision of and / or re-programming of electronic access cards and provision of external gate keys.

12) Security and Working Practices Audit - This audit is renewable on a 12 monthly basis as per ISO registration timescales.

13) See KCOM Ancillary Services Schedule 4 - Co-location

14) Power Fault Not Found - This Charge applies where an engineering visit is made by KCOM in response to a power fault report and no fault is found relating to the KCOM supplied products or Services e.g., a mis-diagnosis on the part of the CP. This Charge is also payable where the root cause of a fault is identified by KCOM as being attributable to an action of the CP or is identified as being attributable to equipment that is not supplied by KCOM as part of the Services and/or where the equipment that the CP is using with the Services is operating outside of the product specification parameters due to CP action.

15) Alternative accommodation build funding arrangement initially at Kirkella and Civic exchanges only. Fixed cost applies per SRU for a limited number of SRU's in each site and access is on a first come, first served basis. KCOM reserve the right to withdraw or vary this arrangement at any time.



Exterior Cable Connect

For a description of the Services please refer to the Reference Offer for the provision of Ancillary Services (the “Agreement”).

Connection Charge

Service	Operative Date	Notes	Connection Charge
			Ex VAT
Exterior Cable Connect (install external cable up to 24 fibres and provide internal)	01/01/2024		£2,080.00
Exterior Cable Connect (install external cable up to 48 fibres and provide internal)	01/04/2024		£2,236.00
Excess Construction Charges	01/03/2022	1	POA
Cancellation charge (Exterior Cable Connect)	01/04/2024	2	£447.10
Optional optical patching shelf for 12 fibres	01/04/2024		£624.00

General Notes:

- 1) Excess Construction Charges include the survey for, and installation of, a KCOM Hand-Over Box and the civils work needed to install new duct infrastructure from the KCOM Hand-Over Box to the cable chamber. The KCOM handover box will be no more than 100 meters from the relevant cable chamber, and it must be located on public land. Excess Construction Charges will be applied to construct the relevant infrastructure and are charged in addition to the Exterior Cable Connect Connection Charge in those cases where additional infrastructure is needed to give a new or extended service to the CP. For the avoidance of doubt, where the CP cancels the Order for Services the CP shall be liable to pay any and all Excess Construction Charges, where KCOM has undertaken infrastructure work.
- 2) Multiples required based on cable size e.g., if 24 fibres are required, the CP would require 2 patching shelves. Where this is not purchased, the internal fibre cable is left coiled in the CP's Specified Floor Area and no connectors are provided.



Rental Charge

Service	Operative Date	Minimum Period	Rental Charge per annum
			Ex VAT
Exterior Cable Connect (24 fibres)	01/03/22	12 months	£8.00
Exterior Cable Connect (48 fibres)	01/03/22	12 months	£8.00

Internal Cable Connect

Connection Charge

Access Links	Operative Date	Notes	Connection Charge
			Ex. VAT
Internal Cable Connect (install Internal cable up to 24 fibres)	01/03/22		£835
Internal Cable Connect (install Internal cable up to 48 fibres)	01/03/22		£1035

Rental Charge

For a description of the Services please refer to the Reference Offer for the provision of Ancillary Services (the "Agreement").

Access Links	Operative Date	Minimum Period	Rental Charges Per Annum
			Ex. VAT
Internal Cable Connect (24 fibres)	01/03/22	12 months	£8
Internal Cable Connect (48 fibres)	01/03/22	12 months	£8



Expedite Charges

Connect Fibre

Service	Operative Date	Charges
Expedite Category 1* & 2*	19/03/25	£250.00
Expedite Category 3* & 4*	19/03/25	£450.00
Expedite Other*	19/03/25	POA

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

Private Circuits

Service	Operative Date	Charges
Expedite	19/03/25	£1000.00



Cable Connect Cancellation schedule

Service	Operative Date	Charges
Cancellation of Order within 1 - 10 Working Days of Order placement	01/03/22	33% of the total Charges set out in the applicable Order
Cancellation of Order within 11 - 30 Working Days of Order placement	01/03/22	66% of the total Charges set out in the applicable Order
Cancellation of Order within 31 - 45 Working Days of Order placement	01/03/22	100% of the total Charges set out in the applicable Order

Historical Pricing

For historical pricing information, please email wholesalesales@kcom.com