

## Connect Fibre Business Complete

The Services enable You to offer fibre broadband services direct to Your business Customers using Fibre to the Premises (FTTP), a fibre installation directly to the Customer's premises, and give You control over sales, billing and first line support. These package services incorporate KCOM Network access with connectivity. A Customer can make calls using the Services and these will either be:

- charged on a pence-per-minute basis; or
- where You have ordered Calls Bolt-Ons on behalf of the applicable Customer, charged at the rate for the applicable Calls Bolt-Ons rate.

### Connection & Hardware Charges

Service	Operative Date	Connect Fibre Complete 75	Connect Fibre Complete 150	Connect Fibre Complete 300	Connect Fibre Complete 500	Connect Fibre Complete 750	Connect Fibre Complete 900
		Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT	Ex. VAT
Connection 50 metres (Upfront) – ONT only	19/09/2022	£41.88	£41.88	£41.88	£41.88	£41.88	£41.88
	01/05/2023	£0.00	£41.88	£41.88	£41.88	£41.88	£41.88
Connection 50 metres (Upfront) - ONT and router* are located together within 48 metres usable of fibre entrance	19/09/2022	£41.88	£41.88	£41.88	£41.88	£41.88	£41.88
Cate5e (100m, 90m usable). Note: inclusive in initial install only	19/09/2022	£51.00	£51.00	£51.00	£51.00	£51.00	£51.00
Migration from Connect Broadband Fibre Business services (same CP)	19/09/2022	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Migration from Connect Broadband Fibre Business / Connect Broadband Fibre Business Complete / Retail Lightstream to Connect Broadband Fibre Business Complete (different CP)	19/09/2022	£20.94	£20.94	£20.94	£20.94	£20.94	£20.94
	01/05/2023	£0.00	£20.94	£20.94	£20.94	£20.94	£20.94

Migration of additional voice line from KCOM Connect Business Voice or KCOM Wholesale Line Rental	01/11/2023	£12.00					
Non-Roll-out Connection Existing or Non existing Duct, New FTTP inc. Wireless Access Point with up to 50m install from router**	19/09/2022	£2500.00	£2500.00	£2500.00	£2500.00	£2500.00	£2500.00
Non-Roll-out Area (within the Original Licenced Area) **	19/09/2022	£2250.00	£2250.00	£2250.00	£2250.00	£2250.00	£2250.00
Wireless Access Point with up to 50m cable connection to router	19/09/2022	£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 Rentals

Service	Operative Date	Until	Connect Fibre Complete 75 (UL)*	Connect Fibre Complete 150 (UL)*	Connect Fibre Complete 300 (UL)*	Connect Fibre Complete 500 (UL)*	Connect Fibre Complete 750 (UL)*	Connect Fibre Complete 900 (UL)*
			Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Monthly Rental 12-month contract Line rental inclusive**	19/09/2022		£38.24	N/A				
Monthly Rental 24-month contract Line rental inclusive**	19/09/2022	31/10/2023	£33.99	£38.13	£42.12	£46.05	£54.27	£70.54
	01/11/2023		£33.99	£38.13	£41.72	£45.61	£53.75	£57.53
Monthly Rental 12-month contract TWO Line rental inclusive**	01/11/2023		£49.03	N/A				

Monthly Rental 24-month contract TWO Line rental inclusive**	01/11/2023		£44.78	£48.92	£52.51	£56.40	£64.54	£68.32
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Service		Connect Fibre Complete  75 (UL)*	Connect Fibre Complete  150 (UL)*	Connect Fibre Complete  300 (UL)*	Connect Fibre Complete  500 (UL)*	Connect Fibre Complete  750 (UL)*	Connect Fibre Complete  900 (UL)*
Termination Payments (ONE voice line)***	Monthly Rental 12-month Contract	£21.97	N/A				
	Monthly Rental 24-month contract	£17.72	£21.86	£25.45	£29.34	£37.48	£41.26
Termination Payments (TWO voice lines)***	Monthly Rental 12-month Contract	£23.77	N/A				
	Monthly Rental 24-month contract	£19.52	£23.66	£27.25	£31.14	£39.28	£43.06

\* Data product includes 1 fixed IP address. Please see section 3 for IP Bolt on detail.

\*\* Line rental is included in the monthly rental charges. Please see section 5 for PAYG voice call charges.

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

## Connect Fibre Business Complete (Unlimited Usage) Service Characteristics (available across the KCOM Network)

SERVICE	Connect Fibre Complete 75 UL	Connect Fibre Complete 150 UL	Connect Fibre Complete 300 UL	Connect Fibre Complete 500 UL	Connect Fibre Complete 750 UL	Connect Fibre Complete 900 UL
Equipment provided	A KCOM owned ONT and where requested a KCOM owned Router					
Average Peak Time Speed <sup>1</sup> (Download/Upload) Mbps	75Mbps / 75Mbps	150Mbps / 150Mbps	300Mbps / 300Mbps	500Mbps / 500Mbps	750Mbps / 500Mbps	900Mbps / 500Mbps
Domain (.co.uk)	Yes					
IP Address	Single					
Email	20 POP mailboxes, each with 10 email aliases and 250MB storage					
Email anti-spam and anti-virus Protection	Yes					
Business Technical Support <sup>2</sup>	2nd line support on Freephone number 0800 702 20002					
Default Service Level Agreement	TTRF: End of the next Working Day <sup>3</sup> 85% of calls answered in <60 seconds					
Same Day Fix (5 Days Per Week (Monday to Friday) Service Level Agreement) <sup>4</sup>	TTRF: Same Day Fix 5 Days Per Week (Monday to Friday) 490% of calls answered in <60 seconds					
Same Day Fix (7 Days Per Week Service Level Agreement) <sup>5</sup>	TTRF: Same Day Fix 7 Days Per Week <sup>5</sup> 90% of calls answered in <60 seconds					
Maintained Service	Yes					
Webspace included	50MB basic webspace					
Download limits	None					
Upload limits	None					
Business Line	Included					

Lead Time <sup>6</sup>	To be confirmed when placing Order for Services.
<sup>1</sup> Peak Time is between the hours of noon and 2pm. The Average Peak Time Download/Upload Speed is the download/upload speed that 50% of Our retail business customers can expect to achieve during Peak Time.	
<sup>2</sup> For the avoidance of doubt, You agree to provide first line support to the Customer. In the event of a fault for which You require second line support, You should notify us by contacting Business Technical support as set out in Section 6 of this Part 3.	
<sup>3</sup> Excluding network outages, telephony faults or faults that require ongoing monitoring	
<sup>4</sup> Same day fix for faults reported before 1200 noon Monday to Friday	
<sup>5</sup> Same day fix for faults reported before 1200 noon Monday to Sunday	
<sup>6</sup> You may in certain circumstances be able to request that installation is expedited. If We approve such a request, an additional Expedite Charge is payable. The Expedite Charge shall be communicated to You on application.	
Note: Download limits do not apply to services that are "Unlimited". References to "UL" are to the unlimited	

## Connect Fibre Bus Complete – Bolt Ons

Bolt Ons	Operative Date	Until	Connection Charge	Monthly Rental Charge
			Ex VAT	Ex VAT
Unlimited UK Landline and Mobile calls * per individual voice line	19/09/2022	31/10/2023	£0.00	£8.38
	01/11/2023			£9.31
IP bolt on (1 additional address) **	19/09/2022		£0.00	£4.19
IP bolt on (2-5 additional addresses) **	19/09/2022		£0.00	£4.19

\* Unlimited & Anytime Local, National & Mobile Calls, Calls to 0845 and 0870 numbers (fair usage policy may apply). No set-up fees on calls made within inclusive allowances.

\*\* Additional IP addresses are subject to RIPE approval. Only one IP bolt on may be purchased per customer line.

Connect Fibre Bus Complete – Call charges

Fair Usage Policy

Packages that include Local and/or National calls (to UK landline numbers beginning 01, 02 and 03) and/or Mobile calls are subject to a Fair Usage Policy. If, in Our reasonable opinion, Your Customers’ use of ‘unlimited,’ ‘inclusive’ or ‘free’ calls is inconsistent with normal usage and/or any of Your Customers use ‘unlimited,’ ‘inclusive’ or ‘free’ calls irresponsibly by staying connected to a call for an excessive period We reserve the right to:

- 1. withdraw any ‘unlimited,’ ‘inclusive’ or ‘free’ calls; and/or
- 2. disconnect any call; and/or  
charge You Our standard rates for any calls exceeding those reasonably expected of a business using this service

Administration Charge

This charge will apply per line/channel on orders rejected due to incomplete information.

Administration Charge	
Ex VAT	£6.00

## Call Charges

The tariff below covers call charges for all voice call options

**Calls made from lines on this tariff are subject to a 3.00p (exc. VAT) set-up fee.**

## National Destinations

Code	Type Of Call / Destination	PAYG		Bolt on	
		Pence Per Minute	Call Setup Fee (Pence)	Pence Per Minute	Call Setup Fee (Pence)
		At All Times	At All Times	At All Times	At All Times
		Ex VAT	Ex VAT	Ex VAT	Ex VAT
<u>K</u> <sup>a</sup>	KC Local ~ Calls between KC local lines	0.00	3.00	0.00	0.00
A1	KC Local ~ Calls between KC local lines	0.00	3.00	0.00	0.00
B	National Destinations	0.74	3.00	0.00	0.00

<sup>a</sup> Excluding calls to KCOM indirect customers and ISDN data calls.

## Call Charges to Mobile Phones

Code Destination	Type of Call Destination	PAYG			Bolt on		
		Pence per Minute		Call Setup Fee (Pence)	Pence per Minute		Call Setup Fee (Pence)
		Daytime	Evening / Weekend	At All Times	Daytime	Evening / Weekend	At All Times
		Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
MB01	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB02	Mobile Telephones	15.000	15.000	3.00	0.00	0.00	0.00
MB03	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB04	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB05	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB06	Mobile Telephones	3.500	3.500	3.00	0.00	0.00	0.00
MB07	Mobile Telephones	15.00	15.000	3.00	0.00	0.00	0.00
MB08	Mobile Telephones	15.00	15.00	3.00	0.00	0.00	0.00
MB09	Mobile Telephones	11.064	11.064	3.00	0.00	0.00	0.00
MB10	Mobile Telephones	15.000	15.000	3.00	0.00	0.00	0.00
MB11	Mobile Telephones	14.000	14.000	3.00	0.00	0.00	0.00
MB12	Mobile Telephones	11.250	11.250	3.00	0.00	0.00	0.00
MB13	Mobile Telephones	15.000	12.732	3.00	0.00	0.00	0.00
MB14	Mobile Telephones	9.600	9.600	3.00	0.00	0.00	0.00
MB15	Mobile Telephones	10.602	10.602	3.00	0.00	0.00	0.00
MB16	Mobile Telephones	9.000	9.000	3.00	0.00	0.00	0.00
MB17	Mobile Telephones	9.498	9.498	3.00	0.00	0.00	0.00



## International Call Charges

Type of Call / Destination	Price in Pence Per Minute		Call Setup Fee (Pence)
	At All Times		At All Times
	Ex VAT		Ex VAT
	International Landline	International Mobile	All types
Afghanistan	23.64	23.64	3.00
Albania	10.52	27.84	3.00
Algeria	6.08	32.40	3.00
Andorra	2.48	18.32	3.00
Angola	7.66	8.56	3.00
Anguilla	6.88	19.28	3.00
Antigua & Barbuda	13.60	22.92	3.00
Antilles Netherlands	39.00	39.00	3.00
Argentina	3.00	3.00	3.00
Armenia	10.58	18.68	3.00
Aruba	9.26	21.58	3.00
Ascension	92.15	92.15	3.00
Australia	1.38	1.38	3.00
Austria	1.52	1.52	3.00
Azerbaijan	22.24	22.24	3.00
Azores	12.00	N/A	3.00
Bahamas	20.24	20.24	3.00
Bahrain	4.20	9.40	3.00
Bangladesh	3.96	3.96	3.00
Barbados	8.66	19.00	3.00
Belarus	24.92	24.92	3.00
Belgium	1.50	2.71	3.00
Belize	23.40	23.40	3.00

Benin	22.22	22.22	3.00
Bermuda	3.18	3.18	3.00
Bhutan	8.22	8.22	3.00
Bolivia	13.30	13.30	3.00
Bosnia-Herzegovina	12.48	24.57	3.00
Botswana	5.52	19.82	3.00
Brazil	1.96	1.96	3.00
Brunei Darussalam	1.84	2.62	3.00
Bulgaria	1.78	5.36	3.00
Burkina Faso	21.22	27.50	3.00
Burundi	6.48	11.70	3.00
Cambodia	3.54	3.54	3.00
Cameroon	12.84	22.34	3.00
Canada	1.24	1.24	3.00
Canary Islands	4.82	16.20	3.00
Cape Verde	16.74	26.30	3.00
Cayman Islands	4.82	6.20	3.00
Cent. African Republic	43.88	N/A	3.00
Chad	25.56	N/A	3.00
Chile	1.50	1.50	3.00
China	1.50	1.50	3.00
Christmas Island	67.00	82.00	3.00
Cocos Islands	67.00	71.00	3.00
Colombia	13.94	13.94	3.00
Comoros	27.80	35.82	3.00
Congo	39.86	39.86	3.00
Cook Islands	58.28	58.28	3.00
Costa Rica	2.10	5.60	3.00
Ivory Coast	21.80	26.30	3.00
Croatia	1.35	29.60	3.00
Cuba	59.00	84.82	3.00

Cyprus North	19.00	19.00	3.00
Cyprus	1.33	3.00	3.00
Denmark	1.04	1.04	3.00
Diego Garcia	174.08	174.08	3.00
Djibouti	36.00	36.00	3.00
Dominica	7.78	21.54	3.00
Dominican Republic	2.34	2.34	3.00
Ecuador	10.70	10.70	3.00
Egypt	8.76	8.76	3.00
El Salvador	19.82	19.82	3.00
Equatorial Guinea	19.22	19.22	3.00
Eritrea	25.20	25.20	3.00
Estonia	1.58	1.58	3.00
Ethiopia	25.50	25.50	3.00
Falkland Islands	76.00	76.00	3.00
Faroe Islands	17.24	17.24	3.00
Fiji	23.14	23.14	3.00
Finland	3.70	3.70	3.00
France (Inc. Monaco)	0.90	1.92	3.00
French Polynesia	19.08	19.08	3.00
Gabon	42.66	48.60	3.00
Gambia	47.92	48.60	3.00
Georgia	6.18	8.00	3.00
Germany	1.48	3.26	3.00
Ghana	22.70	22.70	3.00
Gibraltar	3.52	21.34	3.00
Greece	1.28	1.28	3.00
Greenland	54.44	54.44	3.00
Grenada	9.24	9.24	3.00
Guadeloupe	1.78	22.94	3.00
Guam	1.20	20.00	3.00

Guatemala	14.50	14.50	3.00
Guinea	45.60	45.60	3.00
Guyana	24.64	35.00	3.00
Haiti	31.08	31.08	3.00
Honduras	13.60	13.60	3.00
Hong Kong	1.52	1.52	3.00
Hungary	1.26	1.26	3.00
Iceland	1.42	7.24	3.00
India	1.62	1.62	3.00
Indonesia	7.56	7.46	3.00
Iran	5.64	6.86	3.00
Iraq	5.36	19.42	3.00
Ireland, Republic of	1.03	24.66	3.00
Israel	1.10	2.56	3.00
Italy	1.27	57.00	3.00
Jamaica	9.44	23.94	3.00
Japan	3.28	10.38	3.00
Jordan	9.82	12.40	3.00
Kazakhstan	5.38	12.12	3.00
Kenya	8.10	8.10	3.00
Kiribati	54.74	67.00	3.00
Korea (North)	58.52	67.00	3.00
Kuwait	6.30	6.30	3.00
Kyrgyzstan	13.78	13.78	3.00
Laos	5.26	15.00	3.00
Latvia	2.00	58.60	3.00
Lebanon	9.56	17.90	3.00
Lesotho	18.78	22.38	3.00
Liberia	43.66	43.66	3.00
Libya	21.92	31.52	3.00
Liechtenstein	7.87	62.00	3.00

Macedonia	12.02	26.00	3.00
Madagascar	44.00	44.00	3.00
Malawi	7.84	7.84	3.00
Malaysia	1.14	2.20	3.00
Maldives Islands	75.02	75.02	3.00
Mali	21.18	21.18	3.00
Malta	1.60	6.00	3.00
North Mariana Islands	2.56	67.00	3.00
Marshall Islands	23.52	67.00	3.00
Martinique	1.88	6.34	3.00
Mauritania	44.00	44.00	3.00
Mauritius	10.16	10.16	3.00
Mexico	1.46	3.80	3.00
Micronesia	19.36	50.00	3.00
Moldova	13.60	19.52	3.00
Monaco	7.28	34.84	3.00
Mongolia	4.12	15.00	3.00
Montserrat	15.08	15.08	3.00
Morocco	15.12	40.02	3.00
Mozambique	6.66	9.60	3.00
Myanmar	29.42	67.00	3.00
Namibia	4.94	11.88	3.00
Nauru Island	91.26	91.26	3.00
Nepal	11.68	11.68	3.00
Netherlands	1.50	1.50	3.00
New Caledonia	17.52	67.00	3.00
New Zealand	1.24	4.72	3.00
N. Mariana Islands	2.56	15.00	3.00
Norway	1.38	6.42	3.00
Oman	10.88	28.62	3.00
Pakistan	11.16	11.16	3.00

Palau	22.96	35.00	3.00
Panama	3.60	13.40	3.00
Papua New Guinea	65.40	65.40	3.00
Paraguay	3.36	12.38	3.00
Peru	1.46	8.90	3.00
Philippines	12.18	16.62	3.00
Poland	2.02	29.88	3.00
Portugal	1.74	2.36	3.00
Puerto Rico	1.30	10.00	3.00
Qatar	15.70	19.62	3.00
Reunion	1.44	9.54	3.00
Romania	1.50	5.70	3.00
Russia	6.06	16.76	3.00
Rwanda	29.14	31.38	3.00
Samoa U.S.	3.12	3.12	3.00
Samoa West	52.44	52.44	3.00
San Marino	64.60	64.60	3.00
Sao Tome & Principe	96.74	96.74	3.00
Saudi Arabia	9.00	13.88	3.00
Senegal	17.22	56.42	3.00
Seychelles	24.78	24.78	3.00
Sierra Leone	45.00	45.00	3.00
Singapore	1.23	1.23	3.00
Korea (South)	1.12	2.68	3.00
Spain	1.24	1.24	3.00
Sri Lanka	12.86	12.86	3.00
St Helena	76.00	76.00	3.00
St Kitts & Nevis	9.18	23.18	3.00
St Lucia	8.64	21.96	3.00
St Pierre et Miquelon	18.10	42.50	3.00
St Vincent & Grenadines	9.76	23.96	3.00

Sudan	12.32	12.32	3.00
Surinam	20.66	30.00	3.00
Swaziland	4.54	16.64	3.00
Sweden	1.16	3.06	3.00
Switzerland	1.40	12.68	3.00
Syria	10.22	17.40	3.00
Taiwan	1.42	10.60	3.00
Tajikistan	14.42	20.00	3.00
Tanzania	12.96	12.96	3.00
Thailand	1.68	1.68	3.00
Togo	35.10	39.64	3.00
Tokelau	120.00	120.00	3.00
Tonga	35.10	39.64	3.00
Trinidad & Tobago	6.96	19.74	3.00
Tunisia	43.24	45.46	3.00
Turkey	1.70	1.70	3.00
Turkmenistan	11.08	30.00	3.00
Turks & Caicos Islands	9.32	21.50	3.00
Tuvalu	50.68	80.00	3.00
United Arab Emirates	16.24	18.00	3.00
Uganda	8.16	30.00	3.00
Ukraine	10.02	10.02	3.00
Uzbekistan	6.76	6.76	3.00
Vanuatu	36.92	80.00	3.00
Vatican City	12.00	N/A	3.00
Venezuela	1.64	1.64	3.00
Vietnam	5.64	5.64	3.00
Virgin Islands U.K.	8.66	22.24	3.00
Virgin Islands U.S.	1.44	42.50	3.00
Yemen	15.40	15.40	3.00
Zaire	67.00	N/A	3.00

Zambia	7.24	14.76	3.00
Zimbabwe	8.74	70.35	3.00



## Other Charges

Additional One-off Requirements	Operative Date	Connection Charge Ex VAT	Monthly Rental Charge Ex VAT
Replacement Router	See Connect Broadband and Voice Miscellaneous Charges		
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 <sup>2</sup>			
Same Day Fix 7 Days per Week SLA 1 <sup>3</sup>			
Expedite Category 1* & 2*	19/09/22	£250.00	N/A
Expedite Category 3* & 4*	19/09/22	£450.00	N/A
Expedite Other*	19/09/22	P.O. A	N/A

\* 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

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

<sup>2</sup> Same day fix for faults reported before 1200 Monday to Friday

<sup>3</sup> 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.

The Connect Fibre Business Complete is available throughout the KCOM network. Please note that for services delivered outside the Hull area, local STD number codes would normally apply.